

ARE YOUR IT SERVICES DRAINING YOUR BUSINESS OF TIME AND MONEY?

IT Services include your network configuration and physical equipment - computers, telephones, servers, etc. - as they are both integral to the success of your business.

Types of IT Service Relationships

In-House: Using an employee to manage your network in addition to regular duties

Break/Fix: Calling IT partner when you or an employee cannot determine or resolve issues

TSP: Tailored program that proactively supports your voice and data needs by one IT partner

	IN-HOUSE	BREAK/FIX	TSP Technology Service Partner
Support person readily available allowing for quick resolutions	✓		✓
One contact creating a mutual beneficial relationship	✓		✓
24/7/365 support with priority availability			✓
Proactive management reducing business interruptions			✓
Monitoring and patch management for consistent security			✓
Collective problem solving for confident resolutions		✓	✓
Team that prioritizes awareness of technology developments		✓	✓
Experienced technician with knowledge on multiple networks		✓	✓
Budgeted costs allowing for operational comfort			✓
Reassurance that business is adequately protected			✓
Average lower ticket resolution time given on-going information			✓
Telephone support included by experienced team		✓	✓
Lost productivity and employee time spent troubleshooting	✓	✓	✓
Annual Cost of IT Services	\$15,600	\$11,250	\$7,800

No checkmark is a good thing



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Based on one employee at \$20.00 per hour, spending 30% of time on support. Excluding additional vendor costs.

Based on 5 tickets per month, averaging 1.5 hours to resolve at \$125.00 per hour. Excluding equipment costs.

Based on remote support for 15 users with server, budgeted at \$650.00 monthly.

LET US BE YOUR BEST HIRE!