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The Hidden Cost of Staying with the Wrong MSP



What “good enough” IT is really costing your business

Staying with the wrong MSP	Switching to the right MSP

DOWNTIME

Every minute of downtime is estimated to **cost a business up to ~$9,000**[1]

Staying with the wrong MSP	Switching to the right MSP
⊖ Reactive support ⊖ Frequent “small” outages ⊖ Slow response times ⊖ No root-cause fixes	⊕ Proactive monitoring ⊕ Issues fixed before users notice ⊕ Clear response times
Even minor outages compound into hours of lost productivity every month.	**Less downtime. More predictable operations.**

WASTED SPEND

~27% of cloud spending is wasted due to inefficiencies[2]

Staying with the wrong MSP	Switching to the right MSP
⊖ Paying for tools you don’t use ⊖ Emergency fixes billed separately ⊖ No visibility into IT ROI ⊖ Budget surprises	⊕ Right-sized tools and licensing ⊕ Cloud maturity ⊕ Clear monthly spend ⊕ IT aligned to business
Hidden costs and low ROI	**Lower total cost.**

SECURITY PROTECTION

43% of cyberattacks target small businesses[3]

Staying with the wrong MSP	Switching to the right MSP
⊖ Outdated security stack ⊖ Gaps in MFA, backups, or monitoring ⊖ “Hope-based” cyber strategy ⊖ Security tools added “as needed”	⊕ Security baseline implemented and enforced ⊕ 24/7 monitoring + fast containment ⊕ MFA + access controls standardized ⊕ Backups tested + recovery validated ⊕ Proactive risk reduction (not just alerts)
Reactive outdated security posture	**Reduced exposure. Fewer surprises.**

COMPLIANCE RISK

Compliance gaps can lead to **fines, failed audits, and lost contracts** - even without a cybersecurity breach

Staying with the wrong MSP	Switching to the right MSP
⊖ Policies exist… but aren’t followed or documented ⊖ No clear ownership for compliance tasks ⊖ Insurance renewals become fire drills ⊖ Controls aren’t mapped to requirements ⊖ Non-compliance can lead to fines or penalties	⊕ Controls documented and repeatable ⊕ Audit-ready reporting and evidence collection ⊕ Clear responsibility + regular reviews ⊕ Compliance built into everyday operations ⊕ Faster, smoother audits and renewals
Compliance gaps and audit risk	**Less scrambling. More confidence. Stronger proof.**

INTERNAL STRESS

51% of security alerts occur outside standard business hours[4]

Staying with the wrong MSP	Switching to the right MSP
⊖ Staff babysitting IT issues ⊖ Finger-pointing during problems ⊖ Constant follow-ups ⊖ Unreported issues	⊕ Clear communication ⊕ Issues owned and resolved ⊕ Fewer internal interruptions ⊕ Confidence things are handled
High effort, low accountability	**Your team focuses on value-driven tasks, not firefighting.**

MISSED GROWTH

Tech-enabled SMBs **grow revenue and profits faster**[5]

Staying with the wrong MSP	Switching to the right MSP
⊖ No IT roadmap ⊖ Technology holds growth back ⊖ Projects always “later” ⊖ IT seen as a cost center	⊕ Strategic IT roadmap ⊕ Technology enables scale ⊕ Planned upgrades ⊕ IT becomes a growth lever
IT stuck in survival mode	**IT that supports where you’re going—not where you’ve been.**

The Real Cost Isn’t Switching MSPs… It’s Staying Too Long with the Wrong One.

Downtime, risk, and frustration add up quietly — until they don’t. Find out what staying is really costing your business. Schedule a free IT review with our experts.

Let’s connect.

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Sources: [1]Oxford Economics Report, [2]Flexera, [3]SBA, [4]Arctic Wolf, [5]US Chamber of Commerce