



Why an MSP?

Understanding what an MSP is: A Managed Service Provider (MSP) is a company that remotely (or onsite) manages a business's IT infrastructure and systems. They provide services like network monitoring, cybersecurity, data backup, and technical support. MSPs help businesses save costs by offering expert IT solutions without needing an in-house team. Their proactive approach ensures systems run smoothly and securely.

CNY Webs approach: Our 1st priority is to help individuals or companies navigate the complex world of technology with ease. We provide industry standard solutions like security, patching, and monitoring software to build our clients a strong foundation for their technology. Our technology foundation is designed to make the company more proactive, rather than reactive with their technology, preventing downtime of the business or services. Adapting into the technological world is essential, so even in areas where we are not experts we learn the best practices, research the latest techniques, and provide solutions to whichever client issues arise. When more efficient, we connect with specialized experts and will work with them to resolve our clients' issues faster. At the end of each day our main goal is to help resolve our clients' issues in an efficient, but simple way.

Traditional IT vs. MSP: Traditional IT Support would rely on an IT technician to be on premises for a company (getting paid a full year's salary) or for an individual (troubleshooting in the moment) fixing issues as they happen, while an MSP is essentially contracted when needed, seeing issues ahead of time before troubleshooting, and even preventing issues before they arise. While both seem similar to the end user, the main advantage to an MSP is their ability to leverage and implement technology systems to prevent future issues, automate day-to-day IT tasks, and keep overall efficiency high and costs down. MSPs are typically able to adapt and scale to situations easier as they can add staff as inquiries increase with little cost to the client, but in-house IT support for a client would generate significant costs as an entire new full-time employee would most likely be needed.

Quick Comparison:

In House IT	MSP
Expensive (\$50-120,000+ a year minimum per technician based on skillset)	Affordable (On average 30-50% the cost of In House IT)
Typically, onsite most of the time	Typically, remote most of the time
Full employee of the company	Contractor for the company
Built to service a company	Built to service many companies
Tends to fix after issues happen	Priority of fixing before issues happen
Tend to be back logged due to inefficiency	More impactful response and resolutions

Quick MSP Facts:

- **The New Standard:** Around 20-30% of companies globally have migrated to MSPs in the last 5 years.
- **Savings:** Companies that switch to MSP services save around 30-50% in IT costs.
- **Cyber Attacks:** Increases in cyberattacks are driving small businesses to MSPs for protection, with adoption rates rising by 25% in 2023
- **Hybrid Option:** Over 30% of small businesses adopt hybrid models, combining in-house oversight with MSP services, balancing control and expertise, a trend growing in 2025.
- **Audits:** MSPs streamlined compliance for 40% of small businesses in regulated sectors in 2024, reducing audit preparation time by 50%, per compliance reports.