

Growing Business Improves IT Reliability and Cuts Costs

A complete solution for your business!

At a glance

A 50-employee small business was struggling with frequent system crashes, slow IT response times, and unreliable support—leading to productivity losses and staff frustration.

Key metrics

MSP Align made switching to a better IT partner effortless. Now, we have reliable systems and lower costs—with MSP Align managing our provider — it's a game-changer!



\$7.9K

Annual Savings



18 Hours

Saved with MSP Align



Smart IT Contracts



MSPAlign.com

CHALLENGES

Their current Managed Service Provider (MSP) was failing to deliver:

- ✖ Slow response times and frequent SLA violations
- 🔍 Lack of proactive monitoring, leading to preventable issues
- 💰 Unclear pricing with hidden fees and escalating costs

The business needed a better IT partner but didn't know how to find, evaluate, or negotiate with a new provider.

SOLUTIONS

We took the guesswork out of MSP selection and contract negotiation, ensuring the client got a provider that aligned with their business goals.

- ✔ IT Needs Assessment - Identified gaps in their current MSP's performance and outlined key requirements.
- ✔ MSP Sourcing & Evaluation - Researched and ranked best-fit providers using our exclusive scorecard.
- ✔ Contract Negotiation & Optimization - Secured a cost-effective agreement with:
 - Faster response times and stricter SLAs
 - Proactive system monitoring and issue prevention
 - Clear, predictable pricing with no hidden fees

BENEFITS

1 Improved Support

Reliable IT support minimized system crashes and interruptions with ongoing oversight from MSP Align.

2 \$7,950 Annual Savings

Improved contract terms and eliminated unnecessary tech costs.

3 Enhanced Productivity

Employees could focus on their work instead of IT frustrations.