# In-House IT vs.
# MANAGED IT SUPPORT

### TIER 3 TECHNOLOGY SOLUTIONS

Dedicated in-house IT teams are becoming less common for many reasons, including recent volatility in turnover and talent availability, as well as the high cost of hiring and retaining full-time, on-site employees.

**Managed IT support** (or outsourced IT) is a modern, cost-effective, and efficient alternative to maintaining an in-house IT staff — without sacrificing the **speed, efficiency,** and **personal dynamic** of working with an in-house IT team.

In many ways, outsourcing your IT to a managed service provider is **no different** than hiring an in-house staff. When you partner with a Managed Service Provider (MSP) like Tier 3 Technology Solutions, you **will continue to:**

**1** Get **immediate** and **effective** support when you need it.

**2** Maintain a **close working relationship** with your IT team.

**3** Enjoy **easy** and **open** communication.

**4** Maintain **efficient, effective,** and **budget-optimized** IT operations.

# THE TIER 3 DIFFERENCE:

### Concierge Service, White-Glove IT Support

Our commitment to the **quality service** and **strong partnerships** is what separates us from our competitors. It defines who we are and drives every decision we make. It allows us to be selective in our partnerships and maintain high standards when hiring talent.

**Most importantly, it creates the best possible experience for our clients:**

These metrics are all but unattainable for our competitors—and, for that matter, most in-house IT teams. But they'll never good enough for us. We're committed to **industry-leading responsiveness** and strive each day to adapt, evolve, and find new ways to better serve our clients.

Awesome IT Support is all about **speed, efficiency, consistency**, and an insatiable appetite for improvement.

**30min** Our 30-minute SLA means we work your issue faster. Much faster.

**70%** On average, our "first-shot-close" rate is over 70%.

**7min** Our average "time-to-tech" is under 7 minutes.

**TIER 3**

# What Tier 3 Technology Brings
# TO YOUR ORGANIZATION

An MSP like Tier 3 Technology Solutions is the **versatile sum of many specialized parts.** An MSP is a dynamic collection of diverse talent that will work closely with your organization to optimize your IT's health, security, and sustainability.

When you partner with Tier 3 Technology, you can expect to immediately gain:

- Around-the-clock care and **24/7 support**. We're not subject to the availability restrictions that hamper an in-house team's ability to respond to emergencies.

- Breathing room in your IT budget. An MSP reduces overhead and provides an **economy of scale** that is unobtainable through traditional in-house hiring.

- A drastic improvement to your **cybersecurity profile,** making you a much more difficult target for cybercriminals and substantially lowering your risk of suffering a crippling attack.

- An ongoing commitment to **sustainable, strategic, budget-friendly operations.**

- The breadth of experience and cutting-edge skillset of a much larger organization's IT department.

- Strategic IT consulting that aims to maximize your current resources while proactively identifying areas for growth and improvement.

- A different kind of relationship: At Tier 3, we value **culture fit** and **people**. As your trusted IT partner, we'll seek to reaffirm your faith in us each and every day.

By partnering with Tier 3 Technology Solutions, you'll retain the **speed, efficiency,** and **personal touch** of an in-house IT staff and gain the proactive, cutting-edge expertise of a **strategic IT partner**.