Break-Fix **vs.** Managed IT Services

Companies of every size are at risk in today's world of malicious actors—viruses, malware, breaches, ransomware—but each company assesses that risk differently. Some prefer a Break-Fix (DIY) approach, where the company reacts to an issue as it occurs. In contrast, the proactive approach is an IT managed network service, which implements a trusted, strong technical partner to manage and protect a company with technology adapting to ever-changing security threats.

Break-Fix Model

IT services provided on an as-needed basis with unforeseen issues and price.

⚠ **HIGH RISK**

📅 **LONG SERVICE TIMES**

⊖ **LACK OF INTEREST**

🏷 **UNPREDICTABLE COST**

Managed IT Services

Ongoing IT maintenance and customer support billed at a fixed monthly rate.

⚙ **PROACTIVE MAINTENANCE**

🏆 **GUARANTEED SUPPORT**

☁ **SECURE RECOVERY**

🔒 **FIXED PRICING**

The old method of fixing an IT problem is a costly risk. Consider the differences.

LET'S COMPARE SCENARIOS ➔

90% of data breaches are human error

We emphasize accountability and the importance of taking proactive steps to enhance cybersecurity workplace and at home.

THE REACTIVE, DIY SCENARIO

- An IT problem is discovered
- Team member sets aside core business tasks to resolve, or a per-hour IT services provider investigates

Best-Case Outcome:
Problem is diagnosed accurately and resolved on first attempt

Likely Outcome:
- Problem requires multiple attempts at diagnosis/resolution
- Team member who attempts to fix the problem accidentally worsens it, or IT provider requires many billable hours to resolve issue
- Parts or external services must be ordered
- Service downtime costs grow and significantly hurt your business

Even in the best-case outcome, resources must be pulled from core business activities for the duration of the problem's diagnosis and resolution; even in this optimal scenario, your company loses productivity. Anything less than the best-case results in increased expenses and downtime and lost opportunities.

THE PROACTIVE, STRATEGIC SCENARIO

- Altek Business Systems' monitoring and alerting detects the problem before it occurs
- We instantly and accurately diagnose the problem in the Service Center
- We conduct rapid remote remediation from the Service Center, resolving the problem

With Altek's managed services, your IT issues receive immediate attention from the correct technology expert, with fast, reliable resolutions. Many issues are proactively detected and resolved before you notice. Costly surprises are no more, and downtime is significantly reduced (or eliminated) so your team stays focused on core business activities. We also provide comprehensive performance and issue reports each month and quarter.

With our month-to-month payment structure, your company may easily optimize its IT budget without a long-term commitment. The monthly plan includes unlimited support calls to our help desk; our top-notch customer service team will assist your day-to-day needs

Own IT. Secure IT. Protect IT.

Altek can analyze your current infrastructure, network security, and office technology to create a plan that aligns with your company's needs while staying within a monthly budget.

SCHEDULE YOUR FREE DEMO
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