

Main Factors Driving End User Managed Services Decision

Improve Efficiency / Reliability of IT Operations



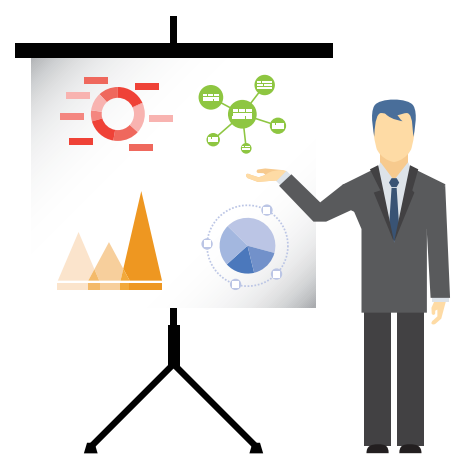
Enhanced Security / Compliance



Proactive Approach to Maintenance



ROI / Cost Savings



Free IT Staff to Work on Strategic Projects



Access to New Technologies



Lack In-House IT for Certain Functions



Switch from Cap-Ex to Op-Ex



Predictable Pricing



Source: CompTIA 4th Annual Managed Services Trends Study | Base: n=224 end user business using managed services

Top Five Break Down

1 Improve Efficiency / Reliability of IT Operations

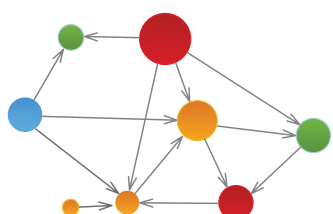


Reasons:

- ▶ Over-burdened IT staff
- ▶ Employees who may lack the skills and training
- ▶ Access to the latest technology and business-grade solutions
- ▶ Uptime and profitability

"60 percent of end users describe their managed services engagement as a collaborative arrangement with their internal IT department, suggesting that certain IT areas fall into the MSP bucket, while others remain in house.*"

2 Enhanced Security / Compliance



Reasons:

- ▶ To avoid becoming the next headline in a high-profile data breach or data loss incident
- ▶ Laptops, desktops, smartphones, applications, tablets, servers, operating systems, browsers, wearable technology, etc. all store and transmit valuable business data

3 Proactive Approach to Maintenance



Reasons:

- ▶ Stress of daily IT operations
- ▶ Second-guessing the reliability and speediness of their network
- ▶ To avoid worrying about the current and future state of their IT environment



4 ROI / Cost Savings



Reasons:

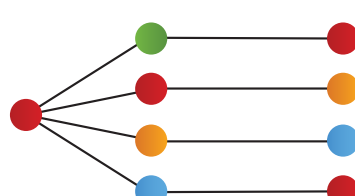
- ▶ Budget cuts
- ▶ Making room for new initiatives
- ▶ High cost of labor
- ▶ Increasing IT Department efficiency

5 Free IT Staff to Work on Strategic Projects



Reasons:

- ▶ Desire to increase productivity
- ▶ Focus employees on projects and assignments they are best suited to tackle
- ▶ New business priorities/initiatives identified by executive team



Source: CompTIA 4th Annual Trends in Managed Services Report

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