

NAPLES COMPUTERS HOW-TO • BUSINESS I.T.

What Is Managed IT? A Plain-English Guide for Small Business

You've probably heard the term managed IT, but what does it actually mean? This guide breaks down the difference between break-fix (calling someone only when something breaks) and managed IT (proactive, flat-fee support), and the pieces a managed IT plan typically covers.

Break-fix **vs** managed IT

Two very different ways to handle business technology.

Break-fix: call when it breaks

Nobody's watching your systems until something stops working, and then it's an emergency.

Managed: problems caught early

Systems are monitored and maintained continuously, so small issues get fixed before they become big ones.

One flat monthly fee

A predictable cost instead of a surprise invoice every time something goes wrong.

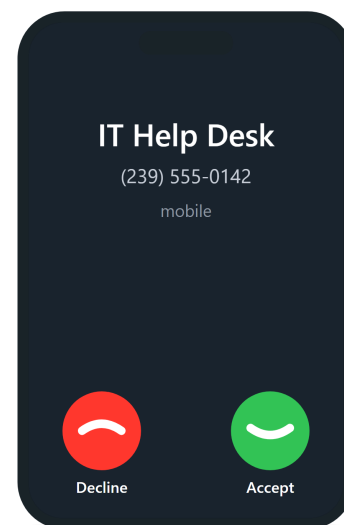
Step by step

PART 1 OF 3**A help desk your team can actually call**

A real person to call or email when something isn't working, instead of guessing or waiting.

WHAT TO DO

This is the part most people picture first, but it's only one piece of managed IT.



Someone to call, **before** it becomes an emergency

PART 2 OF 3



Systems monitored and kept up to date

Computers and servers are watched for warning signs, and security updates go out before they become a problem.

WHAT TO DO

Most of this happens quietly in the background; you only hear about it if something actually needs your attention.



Patched and watched, **before** something breaks

PART 3 OF 3



Protection and backups for your business

Security tools to keep threats out, and backups so a bad day never means losing everything.

WHAT TO DO

If something does go wrong, there's a plan, and a copy of your data, instead of starting from zero.



A plan, and a **backup**, if something goes wrong

Signs it might be **time**



You only call someone when something breaks
And it always seems to happen at the worst time



You're not sure your computers are even backed up
Or when they were last checked

- ☐ One person holds all the passwords
And nobody else knows what happens if they're out

Recap: **what is managed IT?**

- ☐ Break-fix: reactive, billed by the hour, one emergency at a time
- ☐ Managed IT: proactive, one flat fee, problems caught early
- ☐ Covers help desk, monitoring and patching, security and backup
- ☐ The goal: fewer surprises, and less downtime

A quick way to tell if it might be time: if you only call someone when something's already broken, aren't sure your computers are backed up, or one person holds all the passwords, those are all signs worth a second look.



Wondering if managed IT makes sense for you?

Call 239-513-1960

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