# Stop Playing IT 'Whack-a-Mole'

## See Why the Break-Fix Support Model Is Risky and Expensive

The typical managed service provider (MSP) takes a reactive approach to IT, implementing the quickest solution possible without addressing the problem. As a result, the same issues keep popping up, like a game of "Whack-a-Mole" that is anything but fun.

## Not Fixing Persistent Problems Looks Like This:

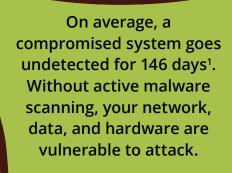


Time lost to continuous IT issues directly correlates to money lost in decreased productivity, fewer sales, and missed opportunities.

## Poor Computer Performance

When operating systems aren't proactively maintained and updated, computers become sluggish, resulting in frustrated and less productive employees.







When MSPs don't perform active



Time spent calling your MSP about IT problems is wasted time that could be spent helping customers and growing your business.

network monitoring, you're more likely to suffer connectivity, speed, and reliability issues that slow your team and halt work.

**81%** of organizations report that IT is a strategic enabler for their business<sup>2</sup>.

## Proactive IT Support Is the Game-Changer That Gets You:

#### Strategic IT Leadership

The best MSPs are partners, not just providers. They provide strategic leadership to ensure your IT is efficient, secure, and aligned with your evolving business needs.

### More Productive Employees

A proactive MSP keeps your team moving forward by addressing issues before they arise and recommending tools and systems that increase efficiency, collaboration, and communication.

#### Security + Cost Control

Contrary to what we repeatedly hear from the media, it's not the public but the private sector that's most often the target of cybercriminals<sup>3</sup>.

Proactive IT support is the game-changer you need for confidence in your IT security, support, and strategy. Ditch the "Whack-a-Mole" support model and start enjoying worry-free IT.

FireEye | Marsh & McLennan Cyber Risk Report

2 BDO Digital

**3** Sophos



Considering an MSP? Ask These 5 Tough Questions

Learn how to cut through the fluff and find a proactive IT partner.

**Get My Tip Sheet** 



connections.com