OLS Technology

MANAGED IT SUPPORT: NECESSITY OR NICE-TO-HAVE

Are you ready to partner with an MSP for small business growth enablement?

WHY MANAGED IT SUPPORT MATTERS FOR SMBS

Small and mid-sized businesses are built on grit, creativity, community—and technology. Your tech is at the heart of how you operate, grow, compete, and support your people.

Managed IT support (via a managed service provider, or MSP) isn't just a convenience—it's a necessity. MSPs not only put out tech fires; you gain a partner who keeps systems secure, scalable, and aligned with your business strategy.

THE DAY-TO-DAY BENEFITS...

Reduced Downtime; Increased Productivity

24/7 monitoring and proactive maintenance reduce or eliminate downtime and tech-related disruptions or delays.

Accessible, Fast Support

Responsive help desk support quickly solves data access challenges, security mishaps, and device troubleshooting.

Efficient Tech That Doesn't Distract

Expert software and hardware management ensures tech-supported workflows that reduce low-value tasks and increase employee job satisfaction.

Scalable, Multi-Function Resources

Holistic, comprehensive expertise that readily scales means your daily operations will never outpace your tech.

...THAT ADD UP TO MEASURABLE ROI

A 25-EMPLOYEE BUSINESS COULD SEE AN ANNUAL ROI OF $200,000–$350,000 ON THEIR MSP SPEND.

ROI is realized via a range of factors, from right-sizing technology investments and contracts, to increasing productivity, eliminating unexpected downtime, streamlining operations, reducing internal hiring needs, and supporting employee retention and client trust.

ENSURE YOUR BUSINESS STAYS SECURE, CONNECTED, AND PRODUCTIVE—NO MATTER WHERE YOUR TEAM WORKS.

Managed IT focuses on solutions that simplify day-to-day tech interactions, reduce downtime, increase security, and promote collaboration—**all for a predictable monthly spend**.

MANAGED IT: INDUSTRY SPOTLIGHT

Manufacturing

From ERP systems to connected equipment, manufacturers need reliable uptime and strong cybersecurity. MSPs help protect IP, minimize disruptions, and meet industry compliance standards.

Construction

Jobsite connectivity, mobile device support, and coordination across contractors means downtime can quickly derail timelines. An MSP ensures uptime, standardizes systems, and helps secure project data.

Professional Services

Accounting and law firms, and healthcare offices, depend on client data, speed, and professionalism. An MSP helps ensure systems are secure so you can deliver value.

Regulated, Tech Dependent Industries	Commonly Realized Business Values
Manufacturing	Saved **$250k annually** in waste/rework caused by manual processes
Construction	Solved delays from inaccessible data on site estimated at **$12k / day**
Professional Services	Eliminated an estimated **$5k / month** in lost productivity from limited remote access

TAKE OUR SELF-ASSESSMENT (PAGE 2) TO PUT THE DATA TO WORK FOR YOU.

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ARE YOU READY TO PARTNER WITH AN MSP?

Take our 60-second self-assessment

STILL UNSURE?

Partnering with a new MSP, or one for the first time, can feel like a big leap—but you won't be doing it alone. Reach out to the OLS team today for a guided IT and security assessment of your current technology.

BEYOND SUPPORT. A STRATEGY FOR GROWTH.

The right MSP partner for your business will align with your industry, budget, and strategic goals. Look for one that:

- Offers clear, predictable service plans and pricing
- Communicates proactively and transparently
- Understands your industry-specific needs
- Prioritizes long-term solutions, not just quick fixes
- Implements a robust, security-first approach to IT

One often overlooked benefit of partnering with an MSP is employee job satisfaction. When technology simply works—securely, predictably, and efficiently—teams are capable of achieving their goals with fewer frustrations.

Why does this matter? **Replacing an employee can cost up to 2 times their annual salary**. And SMBs with high turnover also experience low morale and lost productivity. Turnover isn't just a monetary expense—**it stalls growth, erodes culture, and makes the whole business feel less stable.**

DID YOU KNOW?

MANAGED IT SUPPORT: A NECESSITY OR A NICE-TO-HAVE?

MSP-READINESS CHECKLIST

- YOU EMPLOY A TEAM OF 20+ EMPLOYEES OR ARE EXPERIENCING GROWTH OR EXPANSION
- YOU RELY ON CLOUD SERVICES OR REMOTE / ON SITE WORK FOR YOUR DAILY OPERATIONS
- YOU OPERATE IN A REGULATED INDUSTRY OR HAVE ACCESS TO SENSITIVE OR CLIENT DATA
- YOU'VE EXPERIENCED A BREACH, DOWNTIME, OR RECURRING IT FRUSTRATIONS
- YOU DON'T HAVE INTERNAL IT, OR YOUR TEAM IS OVERWHELMED OR UNDEREXPERIENCED
- YOU WANT SECURE EFFICIENCY BUT AREN'T SURE WHERE TO START

IF YOU CHECKED YES TO ANY OF THE QUESTIONS ABOVE, YOUR SMB IS READY TO PARTNER WITH AN MSP

The team at OLS transforms your technology from a constant risk to a strategic advantage. The result is more than daily support—it's a foundation for resilient growth, backed by predictable costs to make an uncertain future a little more certain.

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OLS: TECHNOLOGY

PREDICTABLE. EFFICIENT. SAFE. IT that's more than tech—it's fuel for growth.

OLS Technology helps Pacific Northwest SMBs grow with managed IT and cybersecurity built for the real world. We focus on what matters most to your teams and your bottom line: predictable pricing, reliable tech and uptime, smarter workflows, and secure data and communication.