Comnexiom

MANAGED IT BUYER'S GUIDE

How to choose a managed IT provider

A managed service provider (MSP) becomes your IT department. The right one ends recurring problems, owns security and plans ahead. The wrong one sends invoices and passes tickets around. Use this guide to compare providers on scope, accountability and proof, not just price.

WHY THE CHOICE MATTERS NOW

48%
of breaches involved ransomware, up from 44% a year earlier.

62%
of breaches involved the human element: clicks, mistakes and misuse.

31%
of breaches began with a vulnerability exploit, now the top way in.

Source: Verizon 2026 Data Breach Investigations Report, verizon.com/about/news/breach-industry-wide-dbir-finds. Shares of confirmed breaches in Verizon's dataset.

BEFORE YOU TALK TO ANYONE, WRITE DOWN

- **Your people and places.** Users, devices, servers, locations and remote staff.
- **What keeps breaking.** The three issues your team complains about most.
- **What must never stop.** Email, line-of-business apps, payments, phones, files.
- **What's coming.** Hires, moves, migrations, insurance or compliance questionnaires.
- **Who owns IT today.** An internal person, a part-time helper, another MSP, or nobody.

RED FLAGS TO WATCH FOR

- “Unlimited” with no written list of what's covered and what isn't.
- Response times that live in a sales email, not in a signed SLA.
- No named owner for security, backups or recovery.
- Every project, move or new hire triggers a surprise quote.
- A price quoted before anyone asks about your users and devices.

WHAT GOOD LOOKS LIKE

ONE OWNER
A named team owns support, maintenance, security and projects, with a clear escalation path.

PROOF IN WRITING
Scope, exclusions, SLA targets and pricing basis are all in the agreement you sign.

QUESTIONS TO ASK EVERY MSP

12 questions, and how Comnexiom answers them

#	ASK THIS	COMNEXIOM'S ANSWER
01	**What exactly does the monthly fee cover?**	Unlimited IT support on every plan. Complete Care adds IT-related projects and on-site support. Exclusions are listed in writing.
02	**How is pricing set?**	Complete Care and Elite Care are both quoted per device and per user. Your proposal lists the exact users, devices, locations and services. Ask for your quote.
03	**Are response times in writing?**	Yes. Both plans include a written SLA with response targets by priority: Emergency 30 min – 1 hr in Business Hours (2 hours after hours); Critical 3 hours (4 hours after hours); Normal 4 hours; Low scheduled.
04	**Who owns the fix?**	A named Comnexiom technician owns every ticket, works it through to resolution and follows up before closing.
05	**What happens after hours?**	24/7/365 alert monitoring, and an on-call engineer for business-impacting emergencies.
06	**How do you protect us?**	SIEM and SOC services, endpoint and advanced email protection, tested patching, a password manager and security awareness training.
07	**Are projects included?**	With Complete Care, IT-related projects are included. With Elite rately. IoT, cameras and access control are always quoted separately.
08	**How long is the agreement?**	Complete Care: 36 months, no onboarding fee. Elite Care: 24 months, with a one-time onboarding fee equal to one month of service.
09	**What does onboarding look like?**	About 30 to 60 days in four phases: Prepare, Discover & Deploy, Align, Improve. Scheduled around your business hours.
10	**Can you work with our IT person?**	Yes. Co-Managed IT adds skills, tools or coverage while your team keeps the knowledge and decisions.
11	**Will we get a plan, not just fixes?**	Yes: virtual CTO planning (unlimited on Complete Care, up to 8 hours a year on Elite Care), monthly reports and a written roadmap.
12	**Where do you serve?**	Businesses nationwide, headquartered in Atlanta, Georgia. Our sweet spot is 10 to 50 employees.

COMNEXIOM PLANS AT A GLANCE

Complete Care or Elite Care: choose your crew

	COMPLETE CARE	ELITE CARE
Best for	A fully outsourced IT department, projects included	A full remote help desk; on-site and projects as needed
How it's quoted	**Quoted per device and per user**	**Quoted per device and per user**
Agreement term	36 months	24 months
Onboarding fee	None	Equal to one month of service
Unlimited remote IT support	Included	Included
On-site support	Included	Billed hourly at a discounted rate
IT-related projects	Included	Scoped and quoted separately
SIEM / SOC security services	Included	Included
Virtual CTO planning	Unlimited	Up to 8 hours per year

Not included on either plan: hardware, software and licenses; Microsoft 365 licenses and backups; IoT sensors; security cameras and access control; third-party services such as internet and phone lines.

WRITTEN SLA · BOTH PLANS

Response targets by priority, in writing.

PRIORITY	BUSINESS HOURS	AFTER HOURS	RESOLUTION
1 – Emergency	30 min – 1 hr	2 hours	ASAP – best efforts
2 – Critical	3 hours	4 hours	ASAP – best efforts
3 – Normal	4 hours	4 hours	ASAP – best efforts
4 – Low	Scheduled	Scheduled	ASAP – best efforts

Business Hours: Monday to Friday, 8:30 AM to 5:30 PM ET, excluding holidays. 24/7/365 alert monitoring, plus an on-call engineer for business-impacting emergencies.

NEXT STEP

Book your Free Technology Risk & Opportunity Review

30 minutes on Microsoft Teams with Jeff Davis. You leave with your top risk, one practical improvement, a clear next step and a short written summary. No scans, no system access, no obligation.

(770) 580-0440 · Solutions@comnexiom.com · comnexiom.com

Book online: api.saleshubhq.com/widget/bookings/comnexiom