

WIRE-IT

MANAGED IT

Should You Outsource Your IT?

A self-assessment scorecard to find out if managed IT
services are right for your business.

A free resource from Wire-It | Omaha, NE

Is Managed IT Right for Your Business?

Many business owners wear the IT hat by default — resetting routers, updating software, troubleshooting printers, and fielding every 'my computer is slow' complaint. It feels like saving money, but the hidden cost of DIY IT adds up fast. This scorecard helps you determine whether outsourcing to a Managed Service Provider (MSP) would save time, money, and stress.

The Hidden Cost of Being Your Own IT Department

Use the worksheet below to estimate how much DIY IT is actually costing your business each month. Most owners are shocked by the total.

Cost Category	How to Calculate	Your Estimate
Owner/manager IT time	Hours/week on tech issues x hourly rate x 4.3	\$ _____
Employee downtime	Avg hours lost/month x number of staff x avg wage	\$ _____
Emergency break-fix calls	Avg cost per incident x incidents per month	\$ _____
Software & license management	Hours spent tracking renewals, updates, patches	\$ _____
Lost productivity from slow systems	Estimate 10-15 min/day/employee on aging equipment	\$ _____
Security exposure risk	Avg ransomware recovery: \$150K for small business	\$ _____

Estimated Monthly DIY IT Cost: \$ _____

Wire-It Tip: Most small businesses spending \$3,000-\$5,000/month on hidden IT costs can get a fully managed IT service for a fraction of that — with better uptime, security, and support.

Self-Assessment: Rate Your IT Readiness

Score each of the following 12 areas on a scale of 1 (Poor) to 5 (Excellent) based on your current situation. Be honest — this is for you.

1. Time Spent on IT

How much time do you or non-IT staff spend on tech issues each week?

1 = 10+ hrs/week | 2 = 6-10 hrs | 3 = 3-5 hrs | 4 = 1-2 hrs | 5 = Virtually none

Your Score: 1 2 3 4 5

2. System Uptime

How often does your network, email, or key software go down unexpectedly?

1 = Weekly outages | 2 = Monthly | 3 = Quarterly | 4 = Rarely | 5 = 99.9% uptime

Your Score: 1 2 3 4 5

3. Patch and Update Management

Are all devices consistently updated with the latest security patches?

1 = Never updated | 3 = Ad hoc, when remembered | 5 = Automated, policy-driven

Your Score: 1 2 3 4 5

4. Backup and Disaster Recovery

Do you have tested, automated backups with an off-site or cloud copy?

1 = No backups | 2 = Manual/sporadic | 3 = Automated, untested | 5 = Automated, tested quarterly

Your Score: 1 2 3 4 5

5. Firewall and Endpoint Security

Is your network protected by a commercial-grade firewall with EDR on every device?

1 = Consumer router, free antivirus | 3 = Basic firewall | 5 = Enterprise firewall + EDR

Your Score: 1 2 3 4 5

6. Access Control

Can you track and manage which employees access which systems and data?

1 = No visibility | 3 = Some tracking | 5 = Centralized identity management with MFA

Your Score: 1 2 3 4 5

7. New Employee Onboarding

How long does it take to set up a new hire with all the tech they need?

1 = A week or more | 3 = 1-2 days | 5 = Same day, standardized process

Your Score: 1 2 3 4 5

8. Equipment Lifecycle

Are your computers, switches, and APs under warranty and on a replacement cycle?

1 = No plan, replace when broken | 3 = Some tracked | 5 = Full lifecycle plan in place

Your Score: 1 2 3 4 5

9. Network Monitoring

Do you have 24/7 monitoring for intrusions, failures, or performance issues?

1 = None | 3 = Basic alerts | 5 = 24/7 SOC or managed monitoring

Your Score: 1 2 3 4 5

10. Vendor Management

How many different vendors do you deal with for internet, phones, security, and IT?

1 = 5+ vendors, no coordination | 3 = 2-3 vendors | 5 = Single provider, full stack

Your Score: 1 2 3 4 5

11. Documentation

Do you have current network diagrams, asset inventories, and password management?

1 = Nothing documented | 3 = Partial records | 5 = Complete, current documentation

Your Score: 1 2 3 4 5

12. Strategic IT Planning

Do you have a technology roadmap aligned with your business growth plans?

1 = No plan | 3 = Reactive only | 5 = Annual IT strategy review with provider

Your Score: 1 2 3 4 5

Tally Your Score

Add up your scores from all 12 questions. Your total will be between **12** and **60**.

Q1 ___ + Q2 ___ + Q3 ___ + Q4 ___ + Q5 ___ + Q6 ___ + Q7 ___ + Q8 ___ + Q9 ___ + Q10 ___ +
Q11 ___ + Q12 ___

Total Score: _____ / 60

Your Results: What Your Score Means

48 - 60 Self-Managed Is Working

Your internal IT operations are strong. Systems are monitored, patched, backed up, and documented. Your team is productive and downtime is rare.

Recommended Action: Stay the course and reassess annually. Even well-run internal IT benefits from a yearly third-party audit to catch blind spots. Consider a co-managed IT arrangement where an MSP handles after-hours monitoring while you retain day-to-day control.

30 - 47 MSP Worth Exploring

You have some IT basics covered, but gaps in security, monitoring, documentation, or strategic planning are creating risk. You or your staff are likely spending significant time on tech chores that pull focus from revenue-generating work.

Recommended Action: Schedule a free MSP evaluation to quantify the gaps and get a side-by-side cost comparison. Many businesses in this range discover that a managed service costs less than the hidden expense of DIY IT — and delivers dramatically better uptime and security. Wire-It offers a no-obligation assessment that includes a written report of findings and a flat-rate MSP proposal.

12 - 29 MSP Strongly Recommended

Your business has serious IT deficiencies across multiple areas. Unpatched systems, no monitoring, weak backups, and fragmented vendor relationships are exposing you to downtime, data loss, and cyberattack. Every week without professional IT management increases your risk.

Recommended Action: Act now. Schedule a free, no-obligation IT assessment with Wire-It. We will audit your network, document every gap, and deliver a flat-rate MSP proposal that covers everything: 24/7 monitoring, patching, backups, endpoint protection, vendor management, and strategic planning — all for a predictable monthly fee. Stop playing IT tech and get back to running your business.

What Does an MSP Actually Include?

A Managed Service Provider replaces the patchwork of DIY fixes, one-off vendor calls, and "I'll get to it later" with a single, predictable monthly service. Here is what a full-stack MSP engagement with Wire-It covers:

✓ 24/7 Network Monitoring

Automated alerts catch problems before they cause downtime. We see the issue and start working on it before you even notice.

✓ Patch and Update Management

Every workstation, server, and network device is kept current with security patches, firmware updates, and software versions — automatically.

✓ Backup and Disaster Recovery

Automated daily backups with local and cloud copies. Tested quarterly so you know your data is recoverable when it matters.

✓ Endpoint Protection (EDR)

Enterprise-grade security on every device. Real-time threat detection, isolation, and remediation — not free antivirus.

✓ Help Desk Support

Your employees call us instead of you. Password resets, printer issues, email problems, software questions — handled by professionals.

✓ Vendor Management

We coordinate with your internet provider, phone system, software vendors, and hardware manufacturers. One call to us replaces five calls to five companies.

✓ Strategic IT Planning

Annual technology roadmap reviews aligned with your business goals. We help you plan for growth instead of reacting to failures.

✓ New Employee Onboarding/Offboarding

New hires are set up on day one with everything they need. Departing employees have access revoked immediately — no security gaps.

Wire-It Tip: The average small business owner who switches to a managed IT model saves 16+ hours per month in personal time and reduces unplanned downtime by 85%. That is time and money back in your pocket every single month.

Ready to Take the Next Step?

Get a free MSP evaluation from Wire-It today.

www.wire-it-inc.com/contact | (531) 710-1234