



# TOP NOTCH CO-MANAGED IT

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Co-managed IT is a **fast-growing segment** of the managed IT services market.

It's an approach that provides a greater level of **flexibility and control** for organizations, enables greater **scaling and agility**, and allows businesses to customize their managed IT relationship so that it **fits the contours of their business** and the capabilities of their **internal IT team**.

While it's not right for everyone — for instance, co-managed IT requires more on-site resources and places more responsibility on the client organization — when co-managed is the right fit, **it provides significant benefits to all parties!**



# WHAT IS **CO-MANAGED IT?**



Co-managed IT is a service model where an organization's internal IT team and an external IT Provider **work together** to deliver a customized, cohesive IT service experience. It's a variation of managed IT services that enables businesses to **retain** whatever parts and pieces of their IT ecosystem they want to keep, while **offloading other functions** to a partner with a **depth of expertise**.

# **HOW IS CO-MANAGED IT DIFFERENT THAN MANAGED IT SERVICES?**

Typically, fully managed IT services are exactly what they sound like: **fully managed!** The IT Provider takes on all the management responsibilities for the organization's IT, including infrastructure, upkeep, deployment, help desk, and even cybersecurity.

The difference between fully managed IT services and co-managed IT is one of scale: **in a co-managed model, the IT Provider doesn't handle absolutely everything.** The client organization retains responsibility for some aspect or aspects of its own IT, **while the IT Provider takes care of everything else.**

One of the weaknesses of the fully managed model is a **loss of control** over how IT is run. Using a co-managed approach restores some control to the organization, but with that control comes the **cost and complexity of staffing** and managing some IT functions **internally.**



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# WHY ORGANIZATIONS ARE EMBRACING CO-MANAGED IT

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Many businesses today are enthusiastic about co-managed IT. **Here are a few of the reasons why:**

## Continuity

We don't need to tell you about the challenges of **hiring in IT**... But just about as important are the challenges many businesses are having with **retention**!

Broadly speaking, in a landscape with more jobs than qualified professionals, IT pros can have their pick, which leads to **higher turnover rates**.

In one sense, that's just the way the landscape works right now. But that doesn't make things any easier when the only employee who knew how to fix that one system or process **walks out the door**!

**Losing even one key piece of IT knowledge can throw off operations.**

If your organization is experiencing high turnover rates, then continuity can be a big problem in IT. IT systems, documentation, support history, and IT processes all need continuity, a way to **trace institutional knowledge and context no matter who leaves the organization**. A co-managed IT service provider can give you that continuity, documenting processes and systems in a way that **no longer depends on any single individual**.



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## *Ticket Freedom*

For the average small to midsized business, **there's only really one IT group.** The same group of people who punch helpdesk tickets may be responsible for server maintenance, endpoint management, and, well, **everything else!** Sure, there may be title differences or some org chart depth, but it's not like there's a hundred helpdesk agents and a half-dozen network engineers and a cloud services team.

Having a small, rather generalist team might work OK for maintaining the status quo, **but what happens** when you need to manage a major cloud migration? Launch a new product? Build a new website?

Your in-house IT team needs the ability to walk away from tickets for days at a time, whether it's to focus on an isolated intense project or even just to go on vacation.

Co-managed can give your IT team what we call "**ticket freedom.**" We take the load of day-in, day-out ticket management off your plate so your team can deal with those higher-level tasks or one-off major projects.

Or, if your internal skill set lends itself to a different approach, **we have the depth to adapt.** Perhaps keeping the helpdesk work internally and offloading specialized projects and functions to your co-managed partner makes more sense for your organization.

Whatever arrangement **plays to your strengths** and **shores up your weaknesses**, we have the breadth and depth to make it happen in a co-managed context!

**Answer:**  
**Burnout.**



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# WHY ORGANIZATIONS ARE EMBRACING CO-MANAGED IT

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## *Keeping Current*

Another challenge for many generalist IT teams is **keeping current** with the rapidly changing technology landscape. New tools and services are coming online every day. Some of these could be **transformative**, others are more of a **distraction** than a help, while others could actually **harm** business operations...

Your team likely doesn't have the bandwidth to evaluate every possible solution or to keep current on every trend and development!

But a co-managed IT partner has the **economy of scale** on its side, as well as a team that is constantly studying the landscape through supporting multiple businesses and staffing multiple specializations. The right co-managed partner will bring findings to your internal decision-makers with **proactive recommendations** that cut through the clutter and help you move forward with informed decisions.



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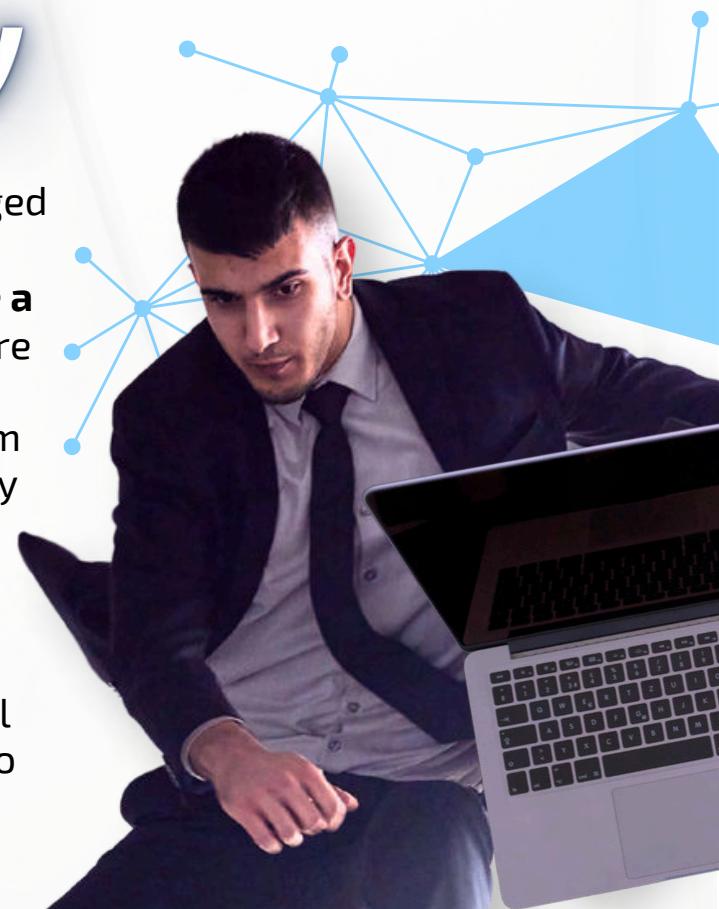
# WHY ORGANIZATIONS ARE EMBRACING CO-MANAGED IT



## *Better Agility*

One of the weaknesses of traditional managed services is **agility**. It's a good model, but the truth is the client organization **doesn't have a specialist on site**. If something breaks, you're at the mercy of your IT Provider. If the fix requires physical on-site work, at a minimum you're dealing with a commute, and probably more!

With a co-managed approach, you retain some IT staff on site, which gives you better agility in moments of IT crisis. You won't feel powerless as you wait for your IT Provider to arrive, and if you do need a **deeper level of support**, it's still available.



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## Comprehensive Training

Another potential risk of fully managed IT is the way it can **broaden the gap** between users and their IT professionals. The IT Provider defines and builds the systems your people are to use, and your people must adapt to those systems — **which may feel unfamiliar and unintuitive**.

But with co-managed IT, your team has a greater voice in the **systems development process** and your IT provider helps by **providing training** that helps your team be happier and more productive.

# WHY ORGANIZATIONS ARE EMBRACING CO-MANAGED IT

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## *Increased Scalability*

We've already mentioned the challenging hiring landscape in IT, which creates another type of challenge for your business: **scalability**. You can be profitable, growing, and ready to scale — but without a robust IT staff, **you'll hit a point of operational limits or even failure**.

Hiring in IT at scale is itself difficult, especially for companies whose main thing isn't IT!

**Co-managed IT is a scalability solution:** when you partner with an IT service provider with sufficient depth, you gain access to a deep bench of IT resources — no headhunting required.



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# OUTCOMES OF CHOOSING **CO-MANAGED IT**

Because co-managed IT is so adaptable and versatile, the outcomes of choosing co-managed IT are **what you make them to be**. You can choose a co-managed IT partner to be your frontline help desk, saving your internal team time working on the little stuff. You can set up an escalation process for complex cases, routing the tricky ones to your internal team — **or vice versa!**

Your co-managed IT partner can assist with ongoing technology roadmap and planning. **One-off highly technical** projects are another great option to pass off to your IT partner.

For the IT director, co-managed IT can be a **lifeline** by reducing the IT director's load through taking on helpdesk services, Microsoft 365 adjustments, provisioning and installs, and other IT-related tasks and services. As a result, your IT director can devote more time to higher-level IT strategy development, **not on putting out small tactical fires!**





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# **CO-MANAGED IT**

**Co-managed IT could be the difference-maker you've been looking for.** It's far more flexible and adaptable than fully managed IT services, taking whatever shape or form you need it to take.

**Safebox Technology** has been providing top-tier co-managed IT services to businesses like yours for years. We know what it takes to succeed in the modern business landscape, and we can supply whatever pieces of your IT puzzle **you need help with!**

Whether that's frontline helpdesk, escalation support, IT consulting, fully managed IT, or anything in between, **we're here for you.**

## **Ready to learn more?**



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