

Both fully managed and co-managed IT/Helpdesk services offer robust options depending on organizational needs. A fully managed solution provides end-to-end support, perfect for companies looking to outsource IT. At the same time, a co-managed approach can optimize the capabilities of an internal IT team by providing supplemental expertise and flexibility.

1. Fully Managed IT/Helpdesk

In a fully managed IT/Helpdesk model, an external Managed Service Provider (MSP) assumes complete responsibility for the organization's IT infrastructure and support. This comprehensive approach involves the MSP handling all aspects of IT, from strategic planning to day-to-day operations.

Key Features:

- ✦ **End-to-End Support:** The MSP oversees all IT operations, including monitoring, troubleshooting, and maintaining the infrastructure.
- ✦ **Proactive Maintenance:** MSPs implement proactive monitoring and maintenance to identify and resolve potential issues before they impact operations.
- ✦ **24/7 Helpdesk:** Round-the-clock support ensures users can resolve IT issues anytime, improving productivity and minimizing downtime.
- ✦ **Scalability:** MSPs can scale services up or down based on the organization's changing needs.
- ✦ **Cost Efficiency:** A predictable monthly fee can reduce the cost of hiring, training, and retaining an in-house IT team.

Benefits:

- ✦ **Complete IT Outsourcing:** Frees up internal resources and provides peace of mind, as all IT responsibilities are outsourced.
- ✦ **Access to Expertise:** Access a team of certified professionals and the latest technology.
- ✦ **Reduced Risk:** MSPs manage security, compliance, and backup protocols, reducing organizational risk.

2. Co-Managed IT/Helpdesk

In a co-managed IT model, an organization's internal IT team works alongside an MSP. The MSP acts as an extension of the IT team, filling in gaps, handling specialized tasks, or providing additional resources when needed. This is a collaborative approach where internal and external IT resources combine their strengths.

Key Features:

- ✦ **Flexible Support:** The MSP can support specific functions (e.g., network monitoring, security) or offer assistance during peak times.

- ✦ **Supplemental Resources:** Co-managed IT can bolster internal capabilities with access to specialized expertise or tools.
- ✦ **Customizable Services:** The MSP’s services are tailored to fit around the internal team’s strengths and areas that require support.
- ✦ **Scalable Resources:** Organizations can increase or decrease MSP support depending on project requirements, such as during a large rollout or seasonal spikes.

Benefits:

- ✦ **Increased Capacity:** Enables the internal IT team to focus on strategic projects while the MSP handles routine or specialized tasks.
- ✦ **Enhanced Expertise:** Access a broader IT expertise without hiring or training new staff.
- ✦ **Reduced Burnout:** Balancing the workload helps prevent staff overload, especially during critical times or big projects.

Comparing Fully Managed vs. Co-Managed IT/Helpdesk

Feature	Fully Managed IT/Helpdesk	Co-Managed IT/Helpdesk
Responsibility	MSP handles all IT tasks and responsibilities	Shared between an internal IT team and MSP
IT Staffing Needs	Little or no in-house IT is required	Internal team with MSP providing support
Cost Structure	Predictable monthly cost	Flexible based on needs (usually lower cost)
Scalability	Highly scalable	Scales based on internal team requirements
Specialization	Full MSP expertise available	MSP supplements specific skill gaps

Key Considerations When Choosing a Model

- ✦ **IT Goals:** Consider the level of control and support your organization requires. Fully managed is hands-off, while co-managed allows more collaboration.
- ✦ **Budget:** Fully managed services typically have a higher, all-inclusive monthly cost, while co-managed services can be more cost-effective if you have an existing IT team.
- ✦ **Internal IT Capabilities:** Evaluate your internal team's strengths and limitations to determine whether co-managed support is needed.
- ✦ **Security and Compliance Needs:** An MSP can help manage these requirements in either model for industries with high compliance demands.
- ✦ **Long-Term Growth:** If your organization plans to grow significantly, either model can be tailored, but fully managed IT may offer more scalability for fast-growing businesses.