



Onsite IT Resources vs. MSP Field Services: Understanding the True Cost



The Difference: Owning the Resource vs. Buying the Service

For companies with multiple offices, having reliable onsite IT support is often essential. Employees need someone who can troubleshoot a network issue, replace equipment, resolve a connectivity problem, support a new office setup, or address an issue that simply can't be solved remotely. The question is not whether onsite support has value. It does. The question is how much onsite IT capacity your business actually needs and whether hiring a full-time employee is the most cost-effective way to get it.



INTERNAL IT TECHNICIAN

Dedicated Capacity

Valuable when there is enough ongoing onsite work to keep a full-time resource productive throughout the week.

YOU OWN THE RESOURCE

Salary, benefits, recruiting, training, equipment, management, PTO and turnover remain your responsibility.



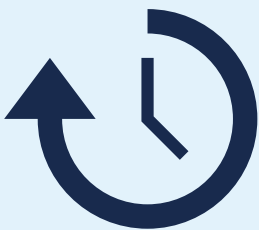
MSP FIELD SERVICES

Service as Needed

Particularly attractive for multiple locations that need periodic onsite assistance without a fulltime technician at each site.

YOU BUY THE SERVICE

Instead of paying for an employee's availability, spending can align with the IT services actually required.



For companies that need only a few hours of onsite support each week, building an internal IT position can mean paying for significantly more capacity than the business uses. An MSP can provide onsite field services as needed, allowing IT teams to purchase the hours and expertise it needs without carrying the full cost of an employee.

A dedicated headcount makes the most economic sense when onsite demand is consistent enough to keep that resource fully utilized.

FULL-TIME RESOURCE COST

What Does a Full-Time IT Resource Really Cost?

Consider a company with three offices that requires approximately 40 hours of onsite support per month across all locations. At first glance, hiring one technician at an \$82,000 salary might appear to be the obvious solution. But salary isn't the same thing as cost. Using the assumptions in this model, the annual cost of the internal resource includes:

BASE SALARY

\$82,000

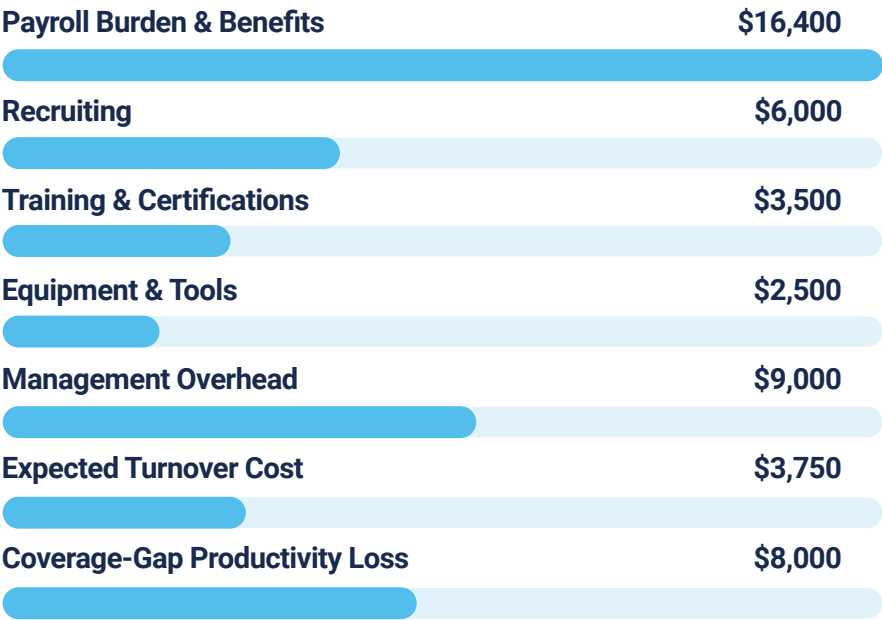
What is visible first

FULLY LOADED ANNUAL COST

\$131,150

Salary + operating and people costs

Where the Additional Cost Comes From





The Cost Beyond Salary

Benefits, recruiting, training, tools, management, turnover and coverage gaps add \$49,150 to the modeled annual cost.

And the organization still owns the risk of unused capacity.

What Does the MSP Model Cost?

Now consider purchasing onsite field services from an MSP. Using the example from the previous page:



ANNUAL SERVICE COST

$$40 \text{ Hours} \times 12 \text{ Month} \times \$135 = \mathbf{\$64,800}$$

Annual Cost Comparison

Internal Technician



MSP Field Services



~50%

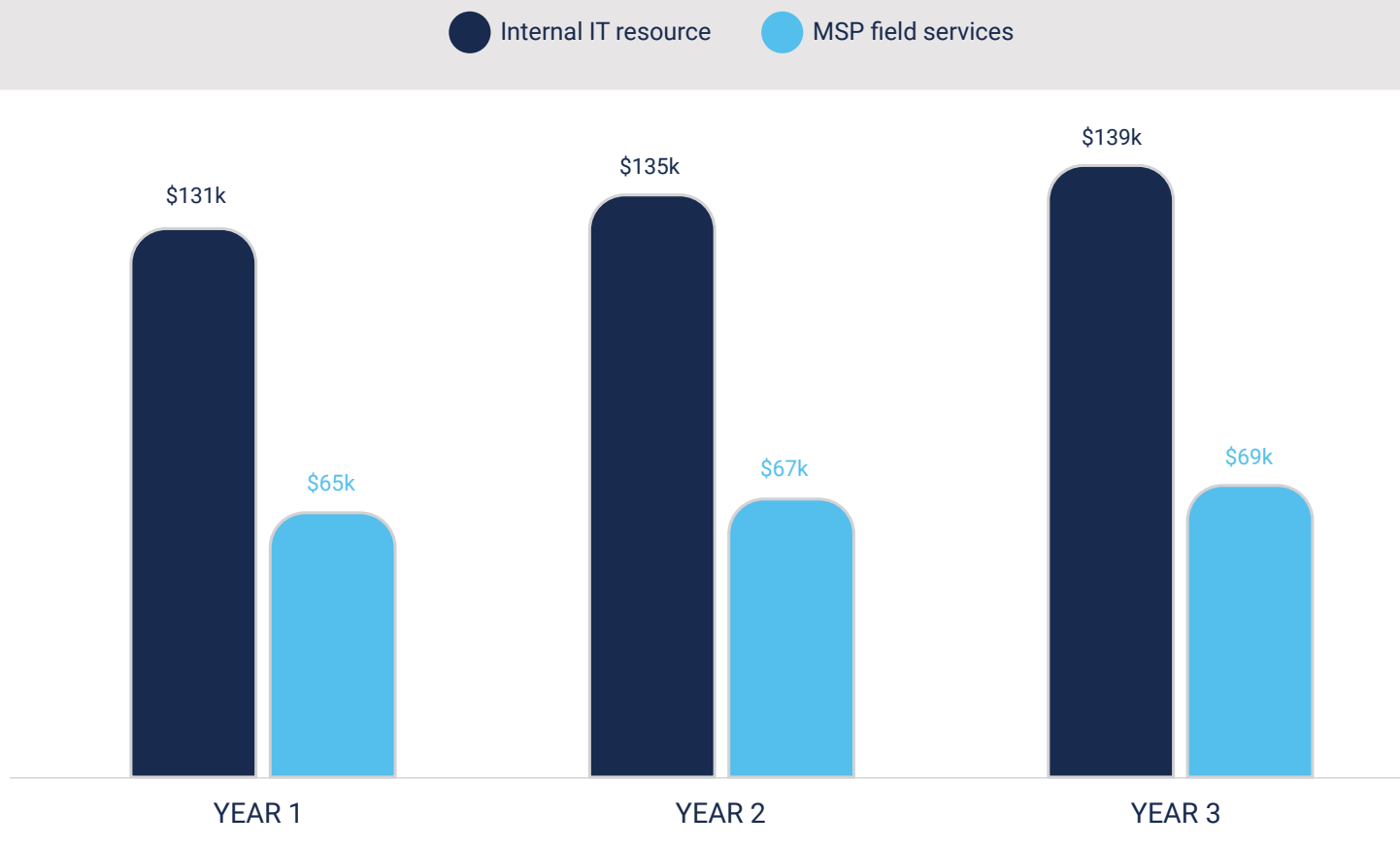
LESS THAN THE MODELED INTERNAL RESOURCE

Under these assumptions, the MSP model costs about 50% less than maintaining the internal resource. More importantly, you can align spending with your actual onsite support requirement.

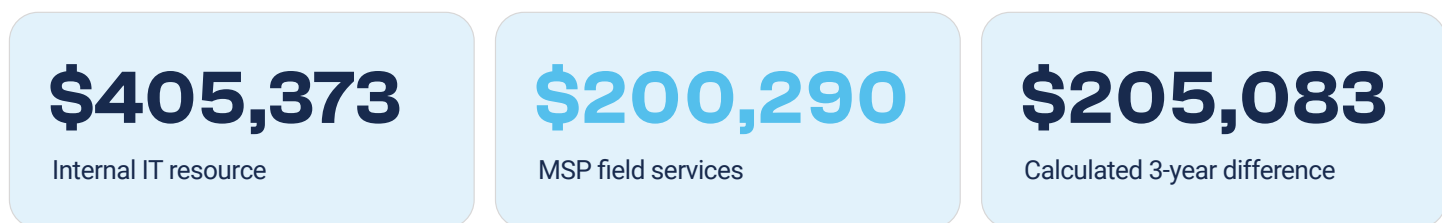


Looking at the Three-Year Cost

A three-year view makes the difference even clearer. Assuming 3% annual inflation:



3-YEAR TOTAL



Why The Gap Matters

That's not simply an IT cost reduction. It's an opportunity to redirect technology spending toward projects that can have a greater impact on the business. Under the stated Year 1 costs and 3% annual inflation, the difference over three years is approximately \$205,000.

THE DECISION FRAMEWORK

The Calculation Every IT Leader Should Make

Before deciding whether to hire or outsource onsite IT support, IT leaders should calculate the fully loaded cost of the internal resource and compare it with the actual number of onsite hours the organization requires.

Start with these questions:

1

How Many Onsite Hours do we Actually Need?

Look at the last 12 months of tickets, projects, office moves, equipment installations and onsite incidents. Don't estimate based on how many hours an employee could work. Determine how many hours the business actually needs.



2

What is The Fully Loaded Cost of an Employee?



Don't compare an MSP's hourly rate with an employee's salary. Include salary, benefits and payroll taxes, recruiting, training, equipment, software, management, PTO and holidays, turnover and productivity lost during vacancies.

3

What Happens When the Employee Isn't Available?



Consider vacation, sick leave, turnover and recruiting delays. An MSP can provide continuity by using a broader team rather than depending on a single technician.

4

Do We Need One Person's Expertise Or Access to a Team?



An internal technician may have a specific skill set. An MSP can provide access to network, systems, cloud, security and field-service expertise when required.

5

Could we Redirect the Savings?



The most important question isn't simply "How much can we save, it's "what could we accomplish with the money we don't spend maintaining excess IT capacity?"

Potential Destinations for Redirected Spend

- + Cybersecurity
- + Cloud Optimization
- + Infrastructure Modernization
- + AI Initiatives
- + Employee Productivity

THE BOTTOM LINE

When Onsite Demand is Intermittent, Flexibility Matters.

The economics change when onsite requirements are intermittent. If you need only a few dozen hours of onsite support each month, an MSP can provide a way to scale IT capacity up or down with business demand.

That flexibility can be particularly valuable for organizations with multiple offices, hybrid workforces, changing headcount or unpredictable project requirements.



Multiple Offices

Periodic onsite assistance across locations.



Hybrid Workforces

Broader coverage without depending on one technician.



Changing Requirements

Capacity that can flex as projects, headcount and needs change.

THE DECISION IN ONE LINE

Match the cost model to the amount, frequency and complexity of onsite work your organization actually needs.