

ENTERPRISE IT COST MODEL BRIEF

Staffing, Tools & Time:

Why enterprise IT cost models are being rethought

Today, CIOs and IT Directors are being asked a harder question: What does our IT spend produce — resilience, security, modernization, or just maintenance?

Why you need Managed Services

- ◆ **Cyber expectations are rising** —
24/7 monitoring, measurable maturity, compliance readiness.
- ◆ **Skills gaps are widening** —
Specialized roles are expensive and hard to keep.
- ◆ **Tool sprawl is exploding** —
EDR, SIEM, backup, automation — plus integration costs that exceed the tools.
- ◆ **Operational workloads drain teams** —
Patching, tickets, documentation, audits.

Is your IT model helping you?

- ✓ Strengthen resilience
- ✓ Improve security posture
- ✓ Accelerate modernization
- ✓ Reduce dependency on staffing
- ✓ Use internal IT for business strategy

The MSP Catalyst Advantage

- Customizable Service Portfolio
- Technology to Business Alignment
- 24x7x365 Support
- Financially Backed SLA
- Managed Cybersecurity & Compliance
- Quarterly Business Reviews

"Technology should not exist as an isolated function — it should directly enable growth, resilience, compliance, and profitability."

Framework-driven approach

ITAM

Asset inventory · Cost analysis · Risk evaluation

TBM & FinOps

Value mapping · Budget planning · Roadmap development

ITSM

Service delivery · Cost optimisation · Process improvement

Performance

Cost reports · Continuous improvement · Metrics

MSP Catalyst bridges that gap by aligning technology decisions to measurable business value through a structured, framework-driven approach — transforming IT from an operational expense into a strategic advantage.

MSP Services enhance IT through a pro-active team of engineers covering all areas of IT in a predictive cost model.

	Essentials	Professional (most common)	Enterprise
Best for	Small businesses 5–20 users	20–500 users on-prem or cloud	500+ users multiple sites
Essentials — core package			
End-user support	●	●	●
Remote monitoring & management	●	●	●
IT asset management	●	●	●
Cyber security basics / EDR	●	●	●
Patch management	●	●	●
Email security	●	●	●
Vulnerability scanning	●	●	●
Cloud backup management	●	●	●
Failure response	●	●	●
Quarterly restore testing	●	●	●
Telecom review & management	●	●	●
Quarterly business review	●	●	●
Professional — adds to essentials			
Qualified risk assessments (bi-annual)	—	●	●
Server & systems management	—	●	●
CMDB + service catalog	—	●	●
Risk register + technology roadmapping	—	●	●
Authentication management	—	●	●
Pen-test with remediation	—	●	●
Firewall & network device management	—	●	●
Vulnerability management & reporting	—	●	●
Quarterly compliance readiness	—	●	●
Enterprise — adds to professional			
Quantified risk assessments (bi-annual)	—	—	●
Enterprise authentication	—	—	●
LAN/WAN management	—	—	●
Technology budget management	—	—	●
Advanced security (EDR/MDR/XDR)	—	—	●
Managed SOC + 24x7x365 incident response	—	—	●
FinOps — cloud cost management	—	—	●