Pricing Guide

For Jasco Technology Services

Managed IT Services
and Managed Security

This guide explains:

Jasco Technology has created this guide to help you understand the types of managed IT services and how their pricing is typically calculated. It will help you predict the costs of outsourcing your IT in the Las Vegas and Southern Nevada area.

Introduction

Researching the cost benefits of Managed IT Services can be tricky, but we've got all the answers right here.

Researching the benefits and costs of Managed IT Services can be frustrating.

If we're asked, "How much do your IT services cost?", our honest answer has to be, "Well, it depends." We realize that's not the answer people are looking for, so we've created this guide explaining how Managed IT Services are priced at Jasco, and some guidelines to help you understand the factors that influence IT Services pricing in general.

We will show you how typical IT providers calculate their pricing, and how much you should expect to pay to outsource your IT in Las Vegas and Southern Nevada. You'll get a better idea of costs for budgeting purposes and have less need to chase down information online.

There are good reasons for the apparent lack of transparency in Managed IT service pricing because it varies depending on many factors. Here are a few to consider:

- Number of computer users
- Number of desktops, laptops, tablets
- Number of servers, switches, firewalls
- Cost and sophistication of software licensing
- Security requirements of your business

- Do you have internal IT support resources?
- Do you have branch offices or remote workers?
- Do you use onsite servers, cloud servers, or a mix of both?
- What level of expertise is required to manage your systems?
- Are you on the cloud?

And believe us, there are more!

To gain a clear understanding of these factors – and therefore, accurate IT services pricing – a provider will typically need to conduct a thorough assessment of your company's entire IT network. Seeing the big picture will help them determine precisely what it will take to manage and/or improve your technology. This Pricing Guide will provide you with a clearer idea of IT services pricing prior to scheduling an assessment of your network.

Managed IT Overview

What are managed IT services, how do they help, and what types of businesses use them.

Before we dive into pricing, let's review exactly what Managed IT is.

In simple terms, it is the outsourced monitoring and maintenance of your technology. Companies can improve their operational efficiency by adopting the outsourcing model because of its superior cost-performance relative to hiring internal IT staff. A good Managed IT provider will have engineers experienced in a wide range of technologies and provide their clients a single source for all this varied expertise.

On the other hand, a business would need to hire multiple internal IT staff to equal that knowledge base, at a much higher cost than a typical Managed IT plan. What's more, good IT providers continuously upskill, thereby keeping their clients on top of technology developments and cybersecurity risks.

The end results are greater productivity, competitiveness, and security for companies hiring a Managed IT Services provider. They are free to focus on their business while the IT provider takes care of their technology.

What types of businesses use Managed IT Services?

The majority of SMBs with 10-250 employees work with an IT Services partner. They often don't maintain an internal IT department to manage their IT infrastructure or strategy. Companies that do have an IT department partner with Jasco, too. We augment their in-house technical personnel to solve large IT infrastructure challenges, or to help them develop long-term strategies.

Almost any business of any size can benefit from Managed IT Services, from a 10-person law firm to a 500-user manufacturer.

Fully- and Co- Managed IT Services

When Managed IT providers speak in terms of "managed" services, they are usually referring to either Fully-Managed IT Services or Co-Managed IT Services.

Fully-Managed IT Services

A fully-Managed plan means Jasco becomes your company's outsourced IT department: We handle everything for you, proactively, so you don't have to lift a finger. This is the ideal plan for companies that don't already have existing IT staff in place and need us to handle everything.

Co-Managed IT Services

A Co-Managed plan is ideal for small businesses that already have an internal IT team, but need some high-level help managing certain aspects of their networks like cybersecurity, network monitoring, or backup and disaster recovery. This can also include projects and company-wide tasks like cloud migrations, database administration, operating system upgrades, hardware lifecycle strategies, mobile device management planning, and any other large-scale projects.

Jasco offers both Co- and Fully-Managed IT services. With fully-managed IT services, we assume the role of your outsourced IT department and handle literally everything so you don't have to lift a finger; with co-managed IT services, we partner with your existing internal tech department to provide high-level help on complex, large-scale tasks and strategy.

Typical pricing models

How much should managed IT services cost in Las Vegas?

This section will explain how IT services are typically calculated and help you predict how much it will cost to outsource your IT in the Las Vegas area.

What's a ballpark figure for Managed IT Services?

If you're looking for a simple answer, Managed IT pricing ranges from $100 to $250 per employee, per month. Jasco Technology plans are based on a per-device model, not per-user. We will explain this below shortly, but when you break all services down to a per user cost, you'll usually end up in that range. This applies to most IT Services providers in the industry, but we need to dive deeper into the different categories of services to provide a more precise range of pricing.

The benefits of Jasco's per-device pricing.

First, our per-device plans are more agile because devices are easier to monitor, manage, and modify than employees. In this age of rapid technological advancement and the growth of bring-your-own-device (BYOD) policies, our clients can easily replace old devices with new, or transition to completely new platforms. Whether our clients scale their IT infrastructure or headcount or both, it's always a relatively simple matter to include any new devices their users need, and remove any they do not.

A second important advantage to per-device pricing relates to cybersecurity. Any device connected to the internet is a security weak point, so our ability to update and monitor each of them plays an essential role in helping our clients protect themselves against cybercrime. With the per-user model, users are the weak points and cybersecurity depends much more on their vigilance. This requires training and awareness to prevent employees from allowing their devices to endanger the network – a far less reliable approach, because the vigilance of an individual is usually less reliable than the security status of a device.

Other IT services pricing models

Break/fix pricing: Some IT providers are strictly responsive, focusing on resolving issues after they occur. Typically these are small companies or single individuals that offer hourly rates from $150-$200 and address technical issues as they arise. This model may work for simple networks in small operations with fewer than 10 employees.

One of the drawbacks with this model is that the provider is often not motivated to implement a proactive IT strategy, since they make money when their clients are having IT issues. They usually do not provide ongoing monitoring of networks to help prevent downtime or cyber attacks. If an IT system is relatively stable, this model can seem appealingly economical. However, if a serious issue occurs or the client wants to undertake a large IT project, the costs will be relatively much higher.

All-Inclusive pricing: This model charges a bundled flat fee for all services, regardless of the solutions the client actually needs or how often they need someone to work on a project. It can sound appealing during a sales pitch, but there's a catch: It comes with a much higher price tag and/or doesn't always offer the services that are actually needed.

Other IT services pricing models

Per user pricing: A flat fee is charged per user per month. The plan covers all the devices used by each employee, and gets updated every time someone joins or leaves. While seemingly simple at first, these plans can become unruly if headcounts change or technology migrations occur. They also create security vulnerabilities when bring-your-own-device (BYOD) policies are implemented. With the growth of the cloud and working from home, per user pricing is becoming less popular.

A-la-carte: You create your own IT service plan based on the support and solutions you believe you need. This appeals to businesses with a clear IT plan, and confidence everything is covered. However, finding out after an issue arises that critical support and services are missing can be disastrous. Also, business needs change over time so regular reviews and re-evaluation are necessary.

Average prices for Southern NV

How much should managed IT services cost in Las Vegas?

Given the many variables we have covered that go into pricing for Managed IT Services, it's best to contact a provider to get an accurate quote based on your specific business needs.

What's a ballpark figure for Managed IT Services?

To give you an idea of typical prices, we'll use the per device, per month pricing model as an example.

Managed IT Services are typically offered in tiers, each with different levels of support and pricing. Here is an overview of what to expect from each tier, and average pricing in greater Las Vegas and Southern Nevada:

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1

Basic Managed Services

$25.00/mo per computer - $225.00 per hour for labor

This typically includes the essentials of Managed IT, like network monitoring, antivirus software, firewall management, email management and basic helpdesk support.

2

Advanced Managed Services and Security

$100/mo per computer - $315.00/mo per Server (or Office 365/G Suite)

This typically includes everything in Tier 1, plus advanced cybersecurity features like password management solutions, cybersecurity risk assessments and vulnerability scans, advanced threat protection for Office 365, content filtering, etc

3

Complete Managed Services and Security with vCIO

$160.00/mo per computer - $315.00/mo per server (or Office 365/G Suite)

This typically includes everything in Tier 1 and Tier 2, plus building strategy resources such as a vCIO to help with high level technical decisions. These packages can also include compliance security services, like an SOC/SIEM team.

Note: Average Southern Nevada Managed IT Services pricing was collected from our competitors - more details upon request.

Be aware that the exact services that each Managed IT provider includes in their tiers will vary, even if the pricing model and naming conventions overlap. Be diligent finding out exactly what you're getting, and more importantly, what you're not getting.

Jasco Technology
MSP Packages

Essential

$18.50/month per computer

$147.50/month per server

$150.00/hr for labor

All the essentials, including 24hr monitoring, data backups, antivirus, and updates.

Gold

$79.00/month per computer

$289.00/month per server (or Office 365/G Suite)

Everything in Essential, plus unlimited support 8am-5pm M-F, cloud support, vendor management.

Platinum

$115.00/month per computer

$359.00/month per server (or Office 365/G Suite)

Unlimited labor including project labor

Everything in Essential and Gold, plus unlimited 24/7365 support, unlimited project labor

Who we serve

Below is a summary of the industries we serve, along with the people we help:

Dental and Healthcare: The healthcare sector's business is providing positive patient outcomes, and a reliable and secure network is of the utmost importance. Any downtime can delay or interrupt procedures, leading to dissatisfied patients, lost productivity, and lost revenue. Strict regulatory obligations increase the pressure on these businesses.

Manufacturing: These businesses need modern tools for managing their supply chains, and Jasco's cloud computing platform is robust, reliable, and reduces hardware and software costs and headaches.

Distribution: Customers expecting shipments no longer tolerate delivery delays, so Jasco's distribution solutions ensure orders move quickly and can be tracked in real time from any device. Uptime in today's e-commerce operations require a solid IT foundation.

Food/beverage/entertainment: As many of these are 24/7/365 operations, they have extra demands for maintaining the stability and security of their systems. Communication and data sharing across multiple locations is usually essential. For these businesses, Jasco also works closely with gaming and POS vendors.

Law Firms: Mobility and responsiveness are important attributes for lawyers and paralegals. Jasco's technical support for legal firms makes it easy to communicate and collaborate around the clock. Furthermore, securing a law firm's network is crucial to avoid downtime or data breaches, and partnering with a cyber security expert like Jasco reduces a firm's risk and exposure.

Insurance Agencies: Data, communication, and customer care can all be handled in the cloud, where you'll enjoy 24/7 access to applicationss and documents, and tight cybersecurity whether your agency is large or small.

Transportation and Logistics: This industry is so competitive that companies can't do without Jasco's cutting-edge IT solutions that reduce costs and allow them to operate more efficiently and more securely.

Business Owners and Executives: We work with high-level decision makers at companies across all industries. They trust us because of our professionalism, our problem-solving ability, and our commitment to their long-term growth strategies.

Operations Managers and Administrators: Managers and operations people share a straightforward desire in their day-to-day professional lives to work as quickly and efficiently as possible. Having a secure, reliable IT infrastructure is critical to achieving this outcome.

IT Leaders and In-House Technicians: Businesses that invest in internal IT departments and technical support products may still need help solving large IT infrastructure challenges, or they may simply need a partner that can co-manage their backups and firewalls. We work with internal IT leaders to build a strategy and fulfill roles within their IT department that helps them focus on core business objectives.

How much will *my* IT support cost?

Finally, the big question – how much will managed IT services cost for your specific organization? That's going to be difficult for you to figure out without contacting Managed IT Services providers for full descriptions of their plans and pricing. Ensure they are able to give you an accurate quote by asking yourself a few questions:

- Do you want to keep your internal IT staff?
- Do you want to pay a fixed amount each month, or are variable charges okay?
- Is your network in the cloud or on-premise?
- Do you want remote ore onsite services or both?
- How complex is your technology environment? (This is a bit of a trick question – it's not uncommon for someone to call us and say that they have a simple IT network, only for us to find out that the company's needs are much more complex from a technical perspective than they ever knew.)

What results do you want?

Executives should sit down with the Managed IT provider to discuss their objectives. The provider will then determine what's necessary from an IT management perspective to achieve those goals. If there's a fit, then you can determine responsibilities and deliverables. Once everyone is clear on who will do what, exact pricing can be determined.

When the Managed IT provider is supplementing existing IT staff, monthly agreement pricing is usually based on the number of devices they'll be supporting, as well as the complexity of the environment.

JASCO TECHNOLOGY

IT For Your Business
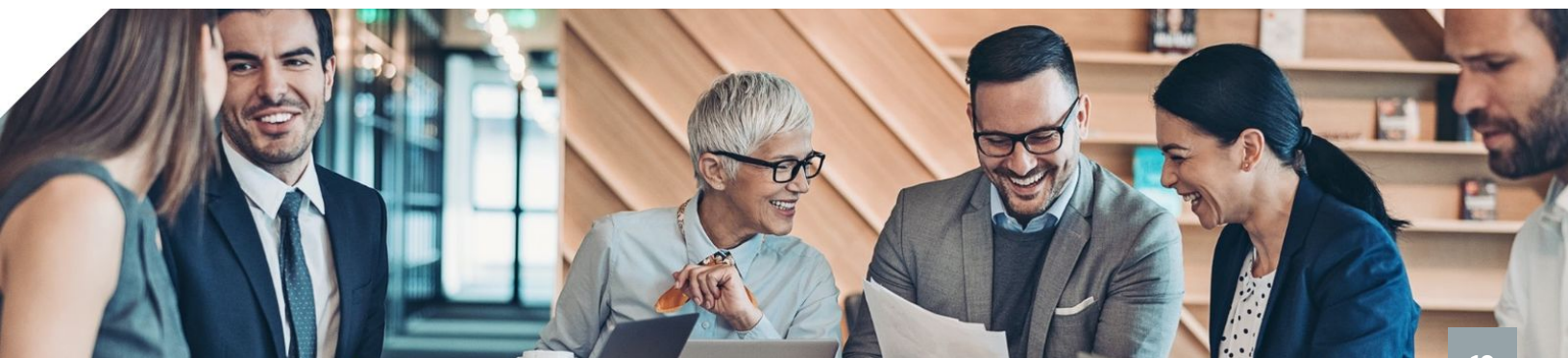
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