

# Almost Half of IT Leaders Describe their MSP as Average or in the Dark Ages



## A MODERN MUST; NOT-SO-MODERN PERFORMANCE

As remote and hybrid workforces continue to evolve at a breakneck pace, IT leaders who aren't leveraging modern MSPs can find themselves falling behind.

In July 2021, we surveyed 235 IT professionals in firms with 250-2,499 employees about their experience with MSPs. Here's what we found:

### IT leaders see MSPs falling short in key areas



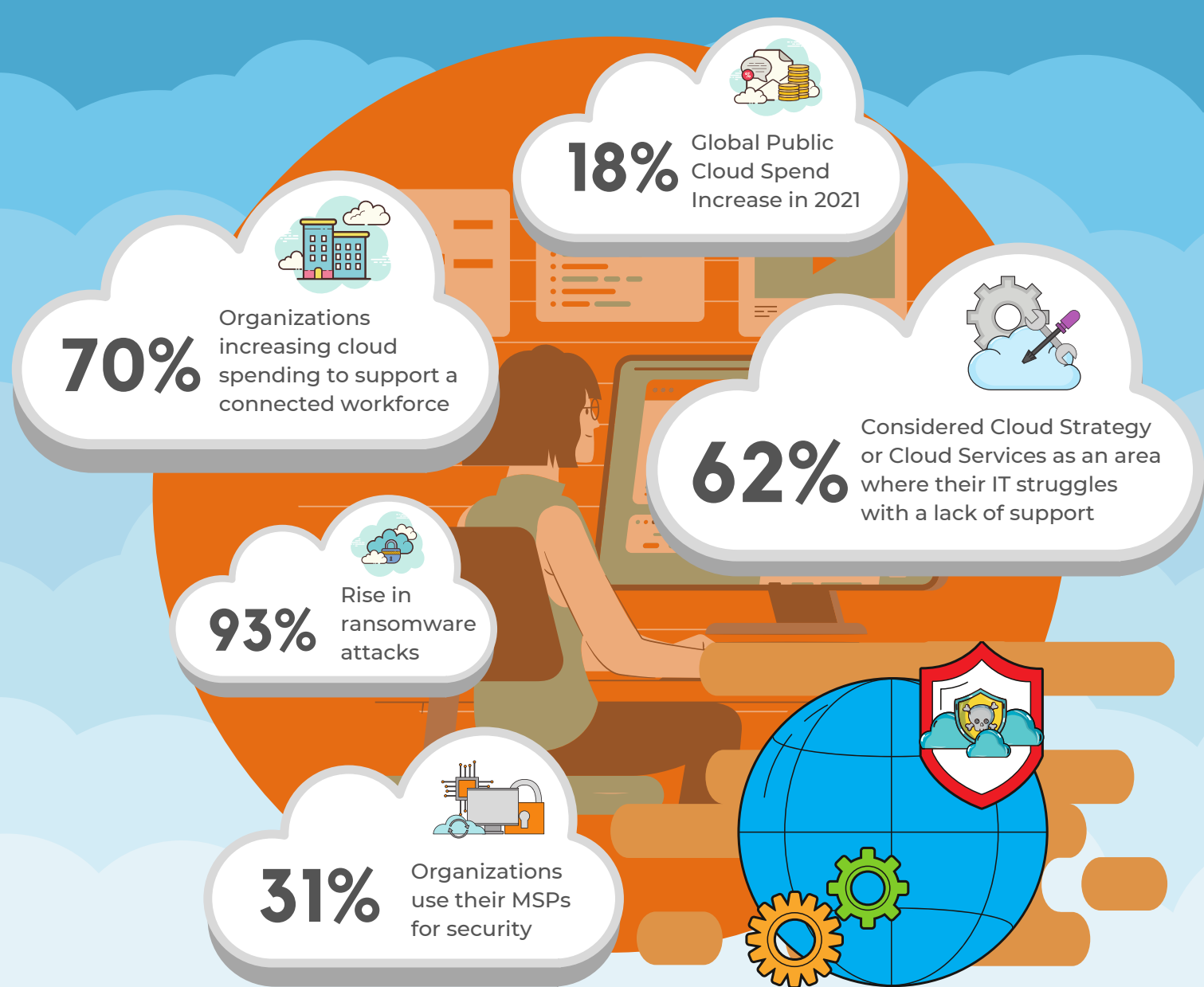
**CLOUD STRATEGY**



**SECURITY**

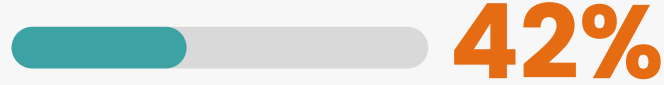


**IT SPENDING**

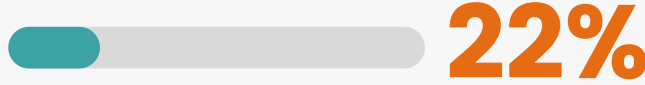


### Why IT leaders reevaluate MSPs

Cost Concerns



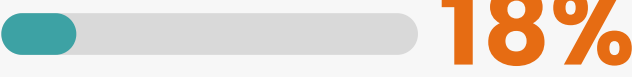
IT Downtime



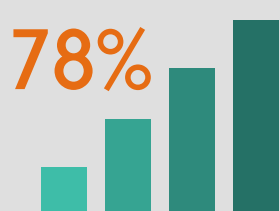
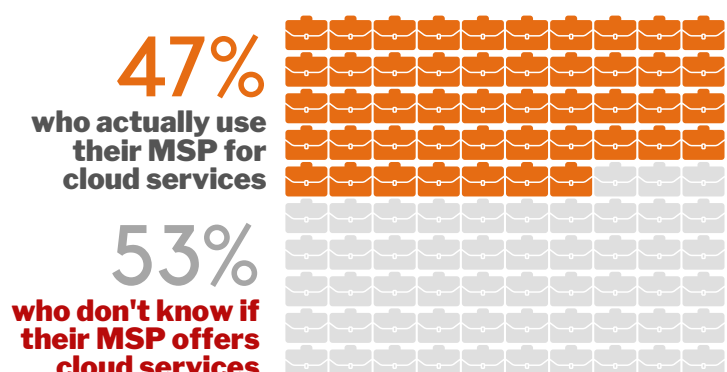
Obsolete Technology



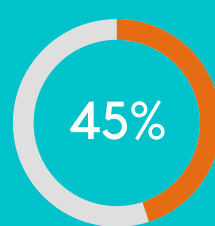
Poor Technical Support



### MORE FINDINGS



An overwhelming majority of respondents cited their MSP as affecting their organization's growth.



Unimpressed with how modern their current MSP is, calling its overall performance as "in the Dark Ages" or "middle of the road."

This reveals a lack of communication between the IT leaders and their MSPs. Many professionals don't understand all the services and technologies a modern MSP can support.

A lack of knowledge of what the MSP offers can mean an overabundance of unnecessary tools. A key marker of a modern MSP is that it eliminates excess tools, cutting down on expenses and time required.

## 3-5 YEARS

Average time IT leaders use the same MSP, even though over half of respondents see room for improvement.

### Identifying modern MSPs versus those stuck in their ways.

"A modern MSP should be helping organizations swiftly embrace the new reality of remote connected workforces. Modern MSPs should be working for IT leaders, not against them."

- Kyle Yencer, VP of Services and Connected Workforce at MicroAge



### HOW IS YOUR MSP IMPACTING BUSINESS GROWTH?

IT leaders relying on a cloud-first strategy to fuel a secure, connected workforce need an MSP they can rely on to keep up with the latest technologies and cloud services. Learn how the right MSP can empower flexible, remotely connected networks and workplaces with adaptive IT support. [Contact your Account executive, call \(800\) 344-8877, or visit \[MicroAge.com\]\(#\) to get started.](#)