



# Managed Services

## Buyers Guide



We cover IT.  
You grow your business.



[youritguys.biz](http://youritguys.biz)



### STANDARDIZATION

Documentation of your entire network to build your comprehensive “IT Bible.”



### COLLECTIVE EXPERTISE

Hundreds of years of combined experience and best practices in the IT industry.



### PROVEN SERVICE DELIVERY

Quality service delivery in a single model every single time you need support.



### BUYING POWER

Significant buying power with leading vendors, which means cost savings for you.

## We cover IT. You grow your business.

**Your technology should be an asset. It’s really that simple.**

And your technology can’t be an asset when it’s constantly breaking – or when it takes hours to get a response from your IT provider.

**Here at Your IT Guys, we’re here for you 24/7 with friendly, fast, and expert support.**

**97%**

Positive  
Feedback

**1:28**

Average  
Hold Time

**11:47**

Average  
Call Time

### Top Questions to Ask Potential IT Support Companies

1. How is your contract structured? Is there anything that you charge extra for?
2. Do you charge us onboarding or project fees? Labor for system upgrades, office moves, installing new equipment?
3. Does your monthly fee go up AND down based on what you’re supporting?

### FULLY MANAGED IT SERVICES

100% managed IT services. Forget about your network. We’ve got IT covered.

### BUSINESS CONTINUITY & DISASTER RECOVERY

We combine planning, prevention, and protection to make sure your business thrives no matter what comes your way.

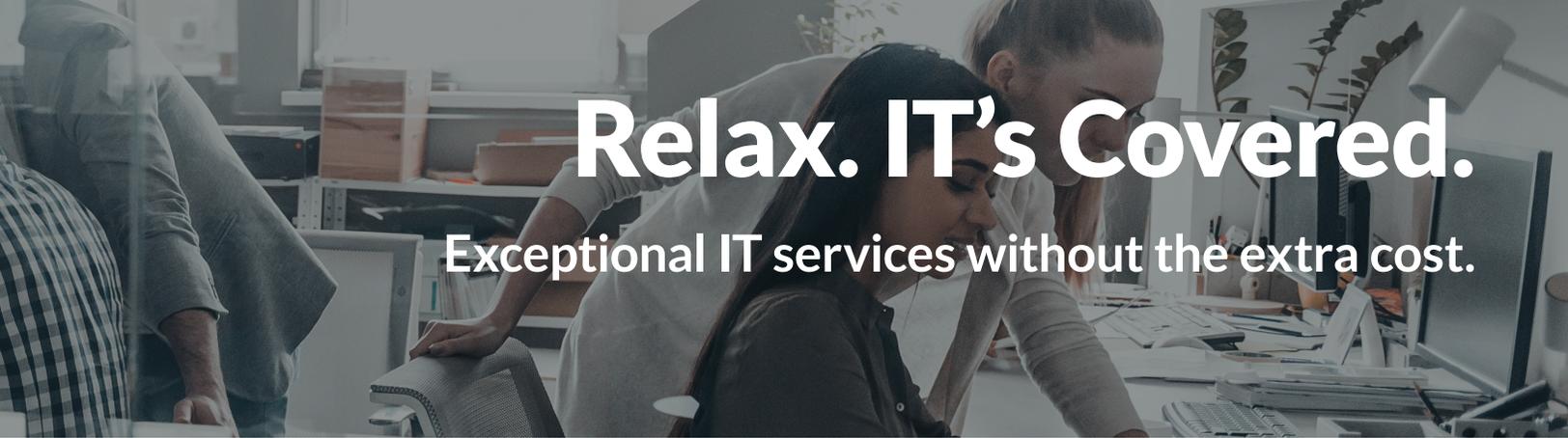
### SECURE STORAGE SOLUTIONS

Enterprise level infrastructure, storage, security, offering 99%+ uptime SLA and support.

### CYBERSECURITY

Unmatched prevention technology in a single platform. Any threat. Any OS. Any device.

- Network Support & Security
- Virtualization
- Data Backup
- VoIP
- Infrastructure Management
- IT Consulting
- Cloud Services
- Hardware/Software



# Relax. IT's Covered.

Exceptional IT services without the extra cost.

## Let Us Handle Your IT Services

Whether you have problems to solve today or are looking to head off IT problems tomorrow, you need the right IT partner — one that provides the support you need, is close by, and can grow with you long term.

With our flat monthly fee, you can forget about hourly rates, labor billing, fees for drive time, hidden charges, and unpredictable monthly bills. Instead, focus on your business. **We've got IT covered.**



### 24/7/365 Support

Superior service 24 hours a day, 7 days a week, 365 days a year. Speak with one of our knowledgeable techs any time that you need support.



### Simple Pricing

Pricing is simple, transparent and easy to understand. Your costs are normalized and predictable so that you always know how to budget for growth.



### Truly All-Inclusive

No labor costs, out-of-scope labor or hourly rates. Forget tracking a technician's hours. There are no hidden charges in our agreement. Anywhere.



### Your IT Department

Completely aligned with your business. We take complete ownership over all IT management. Your network running smoothly is the only way we are successful.

Leveraging decades of experience and demonstrated expertise to solve your IT problems.



# Your Very Own IT Department

Your IT Guys' renowned service delivery model is something we've worked on obsessively — and continue to work on obsessively — so that our clients can experience game-changing IT support.

In the crowded MSP space, our 'Pod System' and ID 20/20® software help Your IT Guys stand out...



When you partner with Your IT Guys, you get the power of a large team with the personal touch of a smaller outfit — and it's because of our Support Desk's unique "pod structure."

We assign your company to a dedicated team of technicians (your "pod") whose job is to learn all about your organization's IT systems and preferred ways of working.

**Forget about dealing with technicians who aren't up to speed on your IT environment.** You deserve personalized, knowledgeable, and speedy support from technicians who know you and your team by name.

**Need support outside of business hours?** Our Support Desk and Network Operations Center are staffed 24/7/365 Live Answer!



"Social engineering" is when hackers target people instead of technology directly — and it's a big problem for businesses of all sizes.

**What makes social engineering so dangerous is that it evades many cybersecurity tools businesses commonly rely on,** such as firewalls, anti-virus software, and encryption protocols.

The solution to social engineering and other real-world security threats isn't more tools — it's the *right* tools.

**We equip our clients with ID 20/20® software to help them combat an incredibly common social engineering scam — voice phishing or 'vishing.'**

ID 20/20® software lets you verify the identity of a live caller in less than a minute. It's a powerful, cost-effective, and user-friendly solution to a very serious security problem.

# Comprehensive Services

Seamless solutions for all your IT needs.



## Cybersecurity

Our proactive cybersecurity approach applies deep learning techniques that are at the forefront of protecting against cyberattacks.

It's an unmatched prevention technology in a single platform.



## Business Continuity

Our complete backup and disaster recovery (BDR) solution puts steps in place to prevent data loss and allows for quick and reliable data recovery.

The ability to spin up virtual machines minimizes downtime in the event of server failure.



## VoIP Made Simple

We offer a full-featured voice continuity system to complement your IT portfolio.

The advantages of VoIP are a natural addition to your network.



## Managed Print

We take the guesswork and frustration out of managing your existing printer fleet.

With our strategic approach to managed print, you get precisely what you need, when you need it.



## Cloud Services

Give your team anywhere, anytime access to critical files on any device and improve employee productivity.

A cloud-based infrastructure managed by Your IT Guys does that as well as scales with you as your business grows.



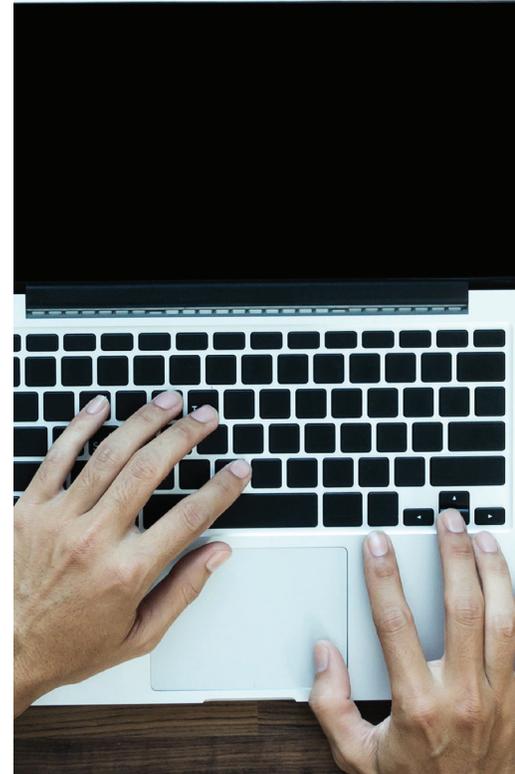
## Additional Services Include:

Hosting, On-site & Remote IT, Vendor Management Services, Hardware as a Service, Email/Spam Prevention, Virtualization, NIST Compliance, HIPAA Compliance, GDPR Compliance

You deserve it all.

Predictable pricing,  
white-glove service,  
and 24/7/365,  
all-inclusive  
support.

Your IT Guys  
makes IT easy.



*What can we do for you?*

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# Business owners face an important question...



## One Full-Time IT Employee (FTE)

**\$100,000**

### You're paying for...

Salary + Insurance + Benefits + Office Space +  
Equipment + Payroll Taxes + Recruiting +  
Training + Admin Costs



## Managed IT Department (MID)

**\$75,000**

### You're receiving...

- Predictable budget
- Unlimited support
- Security
- Disaster recovery
- 24x7 Service Desk
- And more



## What's included?



Access to the latest and greatest tools



Security/anti-virus software



Monitoring applications



Ticket management



Assumptions based on a 50-person company with no existing IT internally. But this applies to all different sizes of companies.

# Should I hire in-house or work with a vendor?

## One Full-Time IT Employee (FTE)

## Managed IT Department (MID)

Both options have their advantages. What type of value and quality are you looking for in IT support?



“Walk down the hall” to report an issue

More specialized environment

24x7 Support Desk is always connected and available

Up-to-date tech expertise

Escalate only when your in-house “doesn’t know”

Familiarity with a full-time employee

Lower cost and predictable budget

Unlimited remote and onsite support



Both options also present potential challenges. The question is, which one is best for your business?

1. Can we afford continual IT Training? What if there’s an IT disaster?
2. What if our IT person is out sick or on vacation?
3. Is in-house support worth the extra cost? What happens when we grow?

1. Most issues are handled remotely. Do we need someone in-house every single day?
2. Will we still have control of our network?
3. Can we trust another company to manage our IT assets?

Choosing an IT provider is **not** an IT decision – **it’s a BUSINESS decision.**



# Your Very Own IT Department

**Your IT Guys – What is The 20?** The 20 is a nationwide group of world class Managed IT Service Providers that have come together to join forces and operate with a single service delivery model based on a proven methodology and quantifiable results, and utilize economies of scale as a group to share unified resources and buying power.



## How The 20 Works

As a member of The 20, we deliver a truly nationwide footprint that's much more robust than the "boots on the ground" approach most nationwide MSP practices adopt. By working together, we leverage the combined skills, expertise and knowledge of hundreds of IT business owners and their staff.

We are a nationwide group, utilizing the same service delivery model with industry leading tools, singing to the same sheet of music.

## Support Desk & NOC

We've built out a singular, US based Support Desk and Network Operations Center (NOC) utilizing a proven and tested service delivery model based on hundreds of years of combined experience and best practices.

## Buying Power

Duplicate costs have been eliminated. Significant buying power with leading manufacturers such as Dell, HP and Microsoft compared to the "Mom and Pop" IT Shop.

## Documentation

We use a state of the art electronic network documentation system. We document your entire network and build a comprehensive "IT Bible" of your network.

The result: Anyone from our team can immediately provide quality support because they have all of the information and knowledgebase needed at their fingertips. We can provide you and/or key employees access to this documentation.

# Get Aligned — Is your IT provider on your side?

**Modern organizations deserve IT providers who benefit business.** We're not talking about fixing computers here; we're talking about an entire IT support model designed with one goal in mind: Transforming your entire IT infrastructure from an unreliable and burdensome cost center into a well-oiled growth engine. More and more companies are turning to MSPs for smart, cost-effective, and business-savvy IT solutions. **But why choose Your IT Guys?**

## 1. High Availability

**What does this mean?** Downtime is ridiculously costly, which is why our Support Desk never closes. When you need help, we'll help you — and we won't charge you extra for it.

## 2. Flat-Rate Pricing

**What does this mean?** Different MSPs have different definitions of 'flat', but here at Your IT Guys, we like to keep things simple. Flat-rate means you won't see out-of-scope labor, hourly rates (let alone 'after-hours' rates), or ANY hidden charges in our agreement. Period.

**How does Your IT Guys' pricing model compare with the competition? Ask your current (or any potential) provider the following questions:**

- *How is your contract structured? Is there anything that you charge extra for?*
- *Do you have onboarding or project fees? Is any labor considered 'out-of-scope' — e.g., system upgrades, office moves, installing new equipment?*
- *What is your monthly fee based on exactly? What can make it change?*

### What are the benefits?

- Budget with more confidence
- Alignment of business interests – (more on this below)
- Risk sharing – Our pricing structure reflects our confidence in our services: If we can keep your IT infrastructure running smoothly, we're profitable. If we have to continually fix faulty tech, we're not. It's that simple.

### Why is paying hourly for IT support such a bad idea?

- Hourly pricing creates a fundamental conflict of interest between you and your IT provider: the more problems you have and the longer it takes your provider to resolve things, the more money they make!

- You bear the risks of unforeseen circumstances, scope creep, learning curve inefficiencies, and outright incompetence.
- Tracking technicians' hours is tedious but necessary to prevent overbilling; verifying a technician's hours is often impossible.

## 3. We are your IT department, not your outsourced IT guy.

**What does this mean?** Many IT providers bring unpredictable costs and surprise fees. Don't waste time and energy arguing about your IT bill. Instead, partner with Your IT Guys and pay one monthly fee for unlimited support. It's like having in-house IT, only instead of just a few employees, you get an entire team at your disposal!

### What are the benefits?

- We own the risk of under-performing technology — your downtime costs us too!
- Your costs are normalized and stable.

## 4. Predictable and Transparent Pricing

**What does this mean?** We won't quote a vague lump sum for your monthly fee. Instead, we'll show you exactly what you will pay: each computer and each server has a clearly defined cost. The monthly price only changes if you grow or contract. See? Easy.

### What are the benefits?

- No more haggling!
- Mountain-Valley Principle: When you grow or contract, our pricing adjusts.
- Escape convoluted cost structures and agreements that trap you.

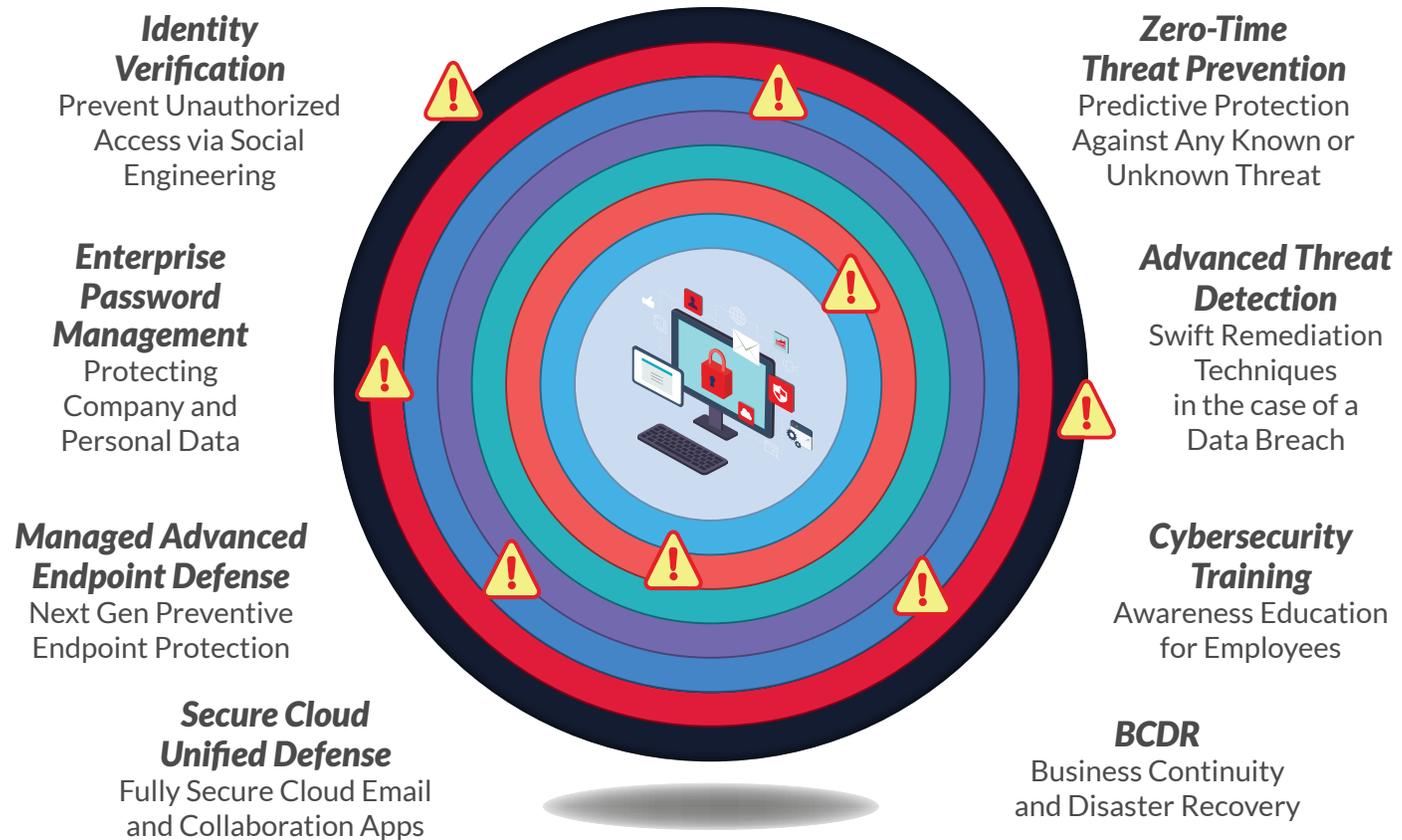
## We cover IT. You grow your business.

We believe that the right IT provider can have a transformative effect on a growing business. Whether it's by streamlining your IT infrastructure, sealing gaps in your cyber defenses, or simply taking on busywork to clear up your schedule, we're committed to leveraging our expertise to help you achieve your core business goals.

# Protect Your Business with Multi-Layered Cybersecurity

Small and medium-sized businesses (SMBs) suffer from a false sense of security, with 66% of SMBs believing they are “too small” to experience a cyberattack (*Keeper Security*). Malicious actors know that most SMBs simply don’t have the cybersecurity measures in place to defend their data.

Partnering with Your IT Guys means bringing your entire portfolio under our expert and watchful eye. Our **Security Operations Center** consists of a dedicated team of cybersecurity experts who integrate and analyze data from a suite of advanced tools, ensuring real-time monitoring and defense against evolving threats.



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**Security Strategy & Client Testimonials**

# “————— What are others saying? —————”

***In my experience, they truly have your back—no more worrying about whether the system is working correctly, if backups are being made, or what surprises you'll find in the morning.***

*Things break, and when they do, you don't want to be scrambling for a solution.*

*Just focus on dentistry and let Your IT Guys handle your infrastructure.*

**Dr. Leyte-Vidal, General Dentist**

***Knowing their team is watching over our systems gives me real peace of mind about our information and our patients' data.***

*You have been more comprehensive than past firms and consistently proactive in spotting vulnerabilities.*

*If someone is undecided, I would tell them to trust their gut and go with you.*

*You have my trust now.*

**Dr. Tringas, Orthodontist**

***I don't have to give IT a second thought.***

*Our technology is always in expert hands, and the peace of mind that brings is invaluable.*

*Your IT Guys' service is unparalleled—swift responses, rapid solutions, and an efficiency that's simply unmatched.*

**Abby, Practice Administrator**

***Having worked with Your IT Guys over the years, I've come to truly value the personal connection we've forged with them, giving us the feeling that we're being taken care of.***

*I've even referred them to several people, including my own family, purely because of the honest advice and care they've extended to me.*

**Dr. Tran, General Dentist**



**We're happy to answer any questions you may have.  
Contact us to schedule a FREE consultation!**

# Relax. IT's Covered.

Exceptional IT services without the extra cost.

**IT peace of mind is priceless – but it doesn't have to be expensive.**

We can give your organization comprehensive IT services and 24/7/365 live support for a predictable monthly fee.

Stop stressing about technology, and start focusing on growing your business.

**Get in Touch!**

**(321) 221-2991 | [youritguys.biz](https://youritguys.biz)**

**Corporate HQ**  
**Orlando, FL**

**Operations Center**  
**Plano, TX**



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