

# The Business Case for Managed IT

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wanstor

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Stepping into a new IT Manager role is exhilarating, but also high-pressure. For you, every email ping, system outage, and team huddle could serve as an opportunity to shape trust, clarify vision, and deliver tangible results. The stakes are clear: how you navigate the first 90 days determines whether you build momentum – or sink into firefighting mode.

Consider these standout stats: only 12% of employees rate their onboarding experience as excellent. In stark contrast, organizations with strong onboarding enjoy an 82% boost in new-hire retention and gain 70% higher productivity. For IT leaders, such disparities aren't just HR trivia, they translate directly into uptime, team performance, and business impact.

This e-book breaks your first 90 days into three purposeful phases: Discover & Diagnose (0–30), Design & Execute (31–60), Scale & Stabilise (61–90). Within each, you'll find a "Key Insight" stat to spark your thinking, followed by rich guidance, sprinkled bullets to keep it scannable, and narrative that ties it all together.



# Cost Control: Predictable budgets, strategic reinvestment

IT budgets are under more scrutiny than ever. With rising software licensing fees, expanding cloud storage needs, and the constant pressure to upgrade hardware, many CIOs are left wrestling with year-on-year increases they can't fully justify. At the same time, leadership is demanding innovation: digital customer experiences, automated workflows, AI integrations, all without extra headcount or funding.



59% of businesses outsource primarily to reduce expenses, while another 57% do so to focus on core business functions



Proactive managed IT delivers 25–45% savings compared to reactive approaches



Cloud optimisation via managed IT cuts infrastructure costs by 30–45%

IT budgets go toward maintaining existing infrastructure, not developing new capabilities. That's not sustainable – not when competitors are finding smarter ways to scale.

Managed IT flips the budget model. Instead of unpredictable spikes from one-off upgrades or emergency vendor callouts, you get consistent monthly fees, with service levels aligned to your business goals. Whether you need full infrastructure support or targeted services (like endpoint protection or cloud management), the model is flexible. It means financial control without operational compromise.

The other benefit? Reinvestment. The money saved on overheads, energy consumption, licensing, and in-house support teams doesn't just sit idle – it can be redirected into growth areas: customer-facing platforms, analytics, R&D, or digital training for staff. Managed IT frees up capital that's often locked in operational drag.

And because many Managed IT providers bundle infrastructure, software licensing, and ongoing support into one SLA, you reduce procurement overheads and increase ROI per contract. That's why more CFOs are now in the room when these decisions are made. The numbers make sense, but the operational impact is even stronger.

In short: Managed IT transforms the IT cost centre into a value centre. One that keeps budgets predictable, maximises resource efficiency, and funds the kind of long-term innovations that truly move the needle.



# Risk reduction: security, continuity, compliance

Risk doesn't always knock on the front door. More often, it slips in through an unpatched device, an outdated firewall, or a forgotten access point from a former employee. These gaps aren't merely technical, they're operational. They exist because internal teams are overworked, under-resourced, or simply unaware. And the consequences? Financial, reputational, and in some cases, existential.

Managed IT embeds resilience into your operating model. The right partner takes accountability for uptime, security, and compliance – not just as a service, but as a strategic function. It means 24/7 monitoring, regular vulnerability scanning, real-time incident response, and airtight backup protocols. So when threats escalate (as they inevitably do), you're not scrambling – you're covered.

It also removes the patchwork of vendors and ad-hoc solutions that often create more risk than they solve. When infrastructure, endpoints, and cloud environments are managed cohesively under one operational SLA, gaps close and visibility sharpens. Compliance stops being a scramble and starts becoming muscle memory.

Cyber insurance premiums are rising. Regulatory scrutiny is increasing. Customers expect assurance as standard. Managed IT turns security from a reactive cost into a competitive differentiator, one that proves you're serious about protecting your data, your people, and your reputation.



In 2023, the average cost of a breach in the UK was £3.4 million. Worse still, 83% of companies studied had experienced more than one breach

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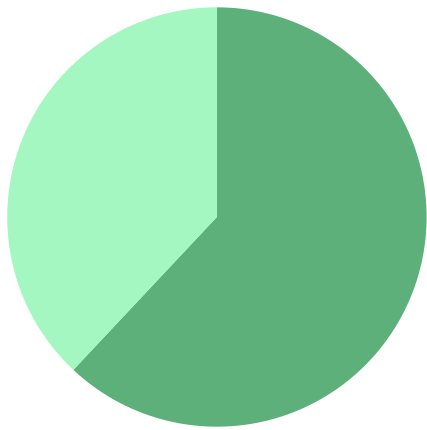
## Talent access: scaling skills without scaling headcount

Talent is the engine of transformation, but right now, that engine is running lean. Across the UK, businesses are grappling with a widening skills gap in IT, particularly in high-demand areas like cybersecurity, cloud architecture, and AI integration. And it's not just about finding the right people, it's about keeping them. Attrition in tech roles is higher than ever, driven by burnout, better offers, and the lure of more flexible working models.

Hiring can be just as expensive as it is slow. Time-to-fill rates are rising, and in a field where tech evolves monthly, waiting six months for the right hire can mean six months of stalled innovation. That's the reality many IT leaders face. The projects are ready. The ambition is there. But the talent just isn't.



By 2026, over 90% of organisations worldwide will be hampered by an IT skills shortage, with 95% already reporting recruitment pain



62% of UK organisations cite a shortage of IT skills as their number one barrier to transformation



The average time to hire a cybersecurity specialist is now over 6 months

Managed IT providers remove that bottleneck. You don't need to wait for headcount approvals or recruitment cycles. You get immediate access to skilled engineers, cybersecurity analysts, infrastructure architects, and support specialists, all embedded into your operational environment from day one.

What's more, you're not just getting one person; you're getting a bench of specialists who cover everything from legacy system support to modern cloud deployments. If one expert moves on, the service continues without disruption. That's the power of a distributed talent model: resilience through scale.

And let's not forget the hidden costs of bad hires: lost time, cultural misfit, retraining. Managed IT sidesteps those risks; you only pay for the capability you need, when you need it. You're benefiting from a workforce that's continuously upskilled, without footing the bill because most providers invest heavily in training and certifications to stay competitive.

In a world where transformation speed is tied directly to people power, Managed IT acts as a skills multiplier. It lets you move fast, flex resources on demand, and plug capability gaps without inflating your org chart.



In a 2023 McKinsey Global Survey, 89% of executives said agility is critical to business success — yet only 29% believed their organisations were agile.

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## Agility: Faster change, smarter scaling

No longer is speed a competitive advantage, it's now the price of entry; whether launching a new product, rolling out a portal, or reacting to market disruption, pace defines your relevance. However, true agility means acting fast, repeatedly and reliably, without burning out teams or breaking systems.

Many businesses struggle here. It's not vision that's missing, but the operational muscle to execute quickly and at scale. IT teams want to adopt automation, integrate APIs, and deploy updates rapidly, but legacy infrastructure, stretched staff, and complex governance slow everything down. Innovation stalls, competitors surge ahead, and opportunities slip away.

Managed IT removes these barriers.

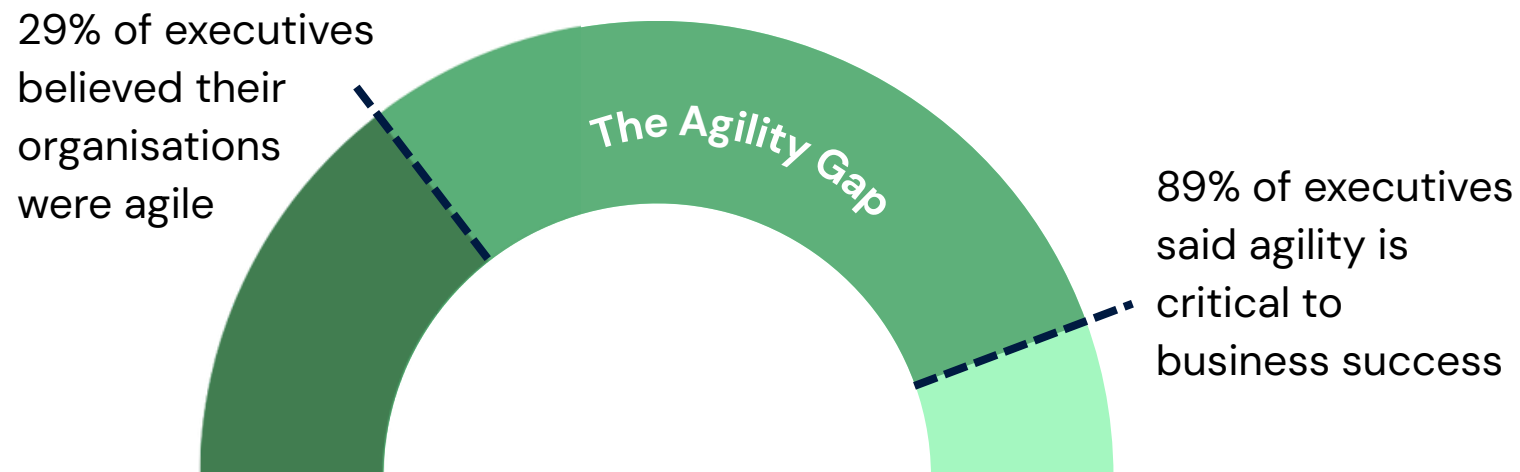


It delivers elastic, cloud-first infrastructure that flexes and scales on demand, so no costly redesigns needed. Expanding locations, onboarding remote teams, or pivoting business models shouldn't be held back by IT, and, With the right managed services partner, they won't be.

Tools matter too. Managed IT embeds automation and orchestration into core operations – from provisioning to backups, access control to user support – reducing manual work and freeing talent to focus on innovation and optimisation.

Crucially, it cuts dependencies. Traditional IT scaling often involves multiple vendors, long lead times, and custom integrations, adding friction. Managed IT unifies infrastructure, security, device management, and support into a seamless ecosystem, speeding deployment, improving communication, and lowering coordination costs.

Strategic insight is another benefit. A good provider isn't merely an executor of plans; they guide them, sharing industry knowledge and helping avoid pitfalls, turning uncertain leaps into calculated moves. For example, onboarding new teams post-merger can happen in days, not months. Devices are remotely configured, access pre-set, and security policies enforced from day one, saving time, protecting reputation, and keeping momentum during critical transitions.






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## Focus: Doing less to achieve more

Distraction is the silent killer of progress. IT leaders set bold priorities at the start of the year: cloud migrations, self-service portals, AI integrations – only to watch them slide down the agenda under a barrage of day-to-day firefighting: expired certificates, broken devices, compliance audits, and vendor escalations. One foot in the future, one stuck in tickets.

This is not a lack of vision, far from it. Instead, it's a lack of focus, and focus is a finite resource.

Managed IT is designed to protect that resource. By absorbing the heavy operational load, from end-user support to proactive maintenance, it frees up internal capacity for strategic execution. Your best people no longer spend half their week resetting passwords or manually deploying patches. Instead, they're leading change, optimising systems, and aligning IT with wider business goals.





According to a Harvard Business Review study, companies that narrow their strategic focus outperform peers by up to 40% in revenue growth.



This isn't just about productivity. It's about leverage. When your internal IT team is free to act as a strategic partner, not just a service desk, the quality of decisions improves. They can finally sit at the table with commercial, marketing, and ops leaders to shape technology around business outcomes, not just maintain the status quo.

And when things do go wrong, Managed IT means there's always a safety net. No more after-hours scrambles, or heroic overnight recoveries. Your team is protected from burnout, and your business from unexpected downtime. That peace of mind is what allows organisations to stay sharp, focused, and forward-moving.



*CIOs often report that 60–70% of their time is spent on operational maintenance rather than innovation*

# Experience: Better IT means happier people

It's no longer enough for IT to simply "work." It needs to work well. Because behind every support ticket is a frustrated employee, a delayed task, or a disappointed customer. And in a hybrid, digital-first world, the quality of your IT experience is the quality of your workplace culture.

Slow laptops. Clunky login processes. Downtime during peak hours. These barriers drain morale, reduce productivity, and create friction that adds up across teams and departments. Over time, that friction becomes culture-killing. Managed IT removes it.

There's also the benefit of proactive problem-solving. Good Managed IT is built to do more than fix what's broken, it's designed to predict and prevent. Monitoring tools spot unusual patterns. Patch cycles run automatically. Capacity limits are flagged before they cause outages. This invisible work is what creates a smooth, reliable experience day in and day out.

Standardisation plays a huge role too. With Managed IT, users get the same level of service across devices, locations, and teams. That reduces confusion, simplifies training, and ensures every employee, from finance to field ops, gets a high-quality, frustration-free experience. And happy employees don't just work better – they represent your brand better.



65% of employees say technology problems directly impact their morale and productivity. Meanwhile, companies with high employee satisfaction see 81% higher customer satisfaction.





Customer experience starts with employee experience. If your internal teams are constantly battling poor tech, it will show externally. But if they're empowered by seamless systems and swift support, they deliver faster, friendlier service, and that translates into loyalty, referrals, and growth. Put simply, Managed IT isn't just infrastructure. It's infrastructure that feels good to use. And that feeling pays off in performance.

## Scale: From project to platform for growth

Growth is a good problem to have – but it's still a problem if your systems can't keep up. What works for 50 users won't work for 500. What's fine in two locations might fall apart in twelve. Too often, IT is the constraint that slows down expansion, even when every other part of the business is ready to scale.

That's because legacy systems, ad-hoc processes, and patchy support don't stretch. They snap. They cause onboarding delays, inconsistent service levels, and rising costs that eat into margins just when you're trying to grow. The very thing that got you here becomes the thing that holds you back.

Managed IT prevents this by offering scalability as a service. Whether you're opening new sites, hiring in new regions, or adding new services, the IT foundation flexes with you. No need to renegotiate contracts, source new vendors, or reconfigure from scratch, it's all built to scale.

Cloud-based infrastructure means you can spin up environments in minutes, not weeks. Centralised management means every new user, device, or system is brought online with the same policies, protections, and performance.



Only 27% of digital transformation initiatives are successfully scaled across the organisation

And because Managed IT gives you access to specialist skills on demand, you don't need to over-hire or delay launches due to missing capability. The capacity is already there, you just turn it on when you need it.



Perhaps most importantly, scale under Managed IT is sustainable. You're not just growing faster, you're growing smarter. Costs remain predictable. Governance stays tight. And risk is managed at every stage. That's what turns growth from a chaotic scramble into a structured, scalable advantage.

If your ambition is to scale – in users, markets, or impact, then you need more than good systems. You need an operational partner who can carry the load, anticipate the friction, and give you the freedom to grow.



Organisations that treat IT as an operational function – not just a technical one, are 2.5x more likely to exceed performance goals.

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## Don't Just Optimise IT. Operationalise It.

Managed IT isn't just about outsourcing tasks:

- It gives you stability, so your teams aren't in firefighting mode.
- It gives you focus, so you can spend time on what actually moves the needle.
- It gives your people better experiences, so they can perform at their best.
- It gives your business the platform to scale – without sacrificing control, speed, or service.

Because when IT works well, everything works better. Projects land faster. Teams collaborate more freely.

Customers get a smoother experience, and your leadership team gains the space to plan boldly, not just survive the next service disruption.

But none of that happens unless you take the first step.



# Let's get started

Whether you're looking to relieve pressure on internal teams, eliminate technical debt, or simply give your users a better experience, Wanstor can help.

We'll meet you where you are. No jargon. No one-size-fits-all contracts. Just real, measurable outcomes delivered by a partner who understands that IT isn't a cost centre. It's a catalyst.

What we offer:

- **24/7 Managed IT Support:** Proactive monitoring, automation, and UK-based service desk to keep your systems running smoothly.
- **Cybersecurity & Compliance:** Threat detection, patching, and built-in Cyber Essentials to keep your business secure and audit-ready.
- **Cloud & Infrastructure Services:** Scalable hybrid cloud, hosting, and disaster recovery tailored to your needs.
- **Automation & Optimisation** – Streamlined processes and tools to cut costs, reduce manual effort, and boost performance.
- **Strategic IT Partnership** – Dedicated consultants and regular reviews to align your IT roadmap with business goals.



Wanstor's commitment to excellence has been recognised with multiple awards, including:

- MSP Service Desk of the Year at the Spark2025 SDI Conference.
- Best Service Desk CX at the same event, highlighting our dedication to customer experience.



More than 90% of organisations worldwide will be affected by the IT shortage by 2026. This isn't just a skills gap – it's a strategic crisis that will redefine who leads and who lags in the digital economy.

Proven impact:

- 468 business risks closed in the past year
- 291 security incidents resolved last year
- £194,000 in cost savings identified
- 32,852 criticals resolved in just six months
- 540+ incidents prevented every single month
- Up to 50% reduction in P1 outages
- 56% decrease in monitoring alerts
- 175+ recurring problems identified and progressed monthly

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