

# What is a Full-Service MSP for Businesses





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“Breathe is a Full-Service MSP with specialist Cyber Security and Cloud Computing Skillsets. We started talking about *outsourced IT support*, which then became *managed services*. This model has now evolved into a **Full-Service MSP**.”

Businesses that use managed service providers typically have two scenarios. They either have no internal IT staff and outsource their IT or they have an internal IT manager or administrator but use the MSP to support their internal IT function. Both scenarios are described below.

## Businesses *with no* internal IT Support

That means that our support customers are provided with a complete set of services and are completely looked after.

We don't believe in break-fix support but rather pro-active management of the IT systems, processes, infrastructure, and end-user support. A very important aspect of the maintenance is that we provide the business leader or manager that owns the IT responsibility with a report, clearly showing in non-technical terms that their core systems are being maintained, which include their cyber security systems. This is critical, as they cannot simply rely on assumptions.

*All procurement and third-party supplier management are included.*

A Full-Service MSP is certified to provide specialist services and support, such as IT strategy, cyber security, and cloud services. Many IT support companies claim to offer cyber security, but selling a firewall or anti-virus does not make you a cyber security business. **It's important to check the credentials, memberships, and Cyber Security Service portfolio.** Cybersecurity audits, pen testing, and simulated phishing attacks should make up part of the service portfolio.

Finally, as a Full-Service MSP with our own private cloud, we are able to truly outsource the IT. Our customers are able to outsource the entire server room and move all IT provision to Breathe. Why would you own IT hardware and a server room, with staff working in a hybrid model and even the service provider having to travel in, to service the IT that everyone is accessing remotely? It's an outdated model with high ownership and maintenance costs. **A Full-Service MSP can take care of the entire 'IT as a Service Model'.**

The private cloud is completely customisable based on the project and could be as simple as offsite backup, hosting their existing equipment to remove the comms room or office, or providing virtual cloud resources to replace on-prem IT, as you would with Microsoft Azure but at a significantly reduced cost. It's also important to note from a security perspective that it's not open to the world and accessible via a web page. Access is restricted to Breathe customers.

**We offer a one-stop shop with a more personal approach to service and premium IT at the best value.**

# Businesses *with* an IT Support Person or Team

Breathe is a Full-Service MSP with specialist Cyber Security and Cloud Computing Skillsets.

We started talking about outsourced IT support, which then became managed services. This model has now evolved into a Full-Service MSP.

For customers that have an internal IT manager, administrator, or first-line support team, we offer a level 3 service desk for escalations from their internal team, site visit engineers, and project teams. Our team provides specialist skillsets such as cloud computing, cyber security, and advanced infrastructure support to supplement their skillsets.

For the internal IT manager or administrator, we act as a sounding board and provide advice when they are dealing with challenging issues or planning work. It's important to consider that most IT managers or administrators are generalists and are expected to take care of all IT support needs or those of their end users. They also need help and support with specialist tasks, resourcing, and simply as a backup.

Additionally, we can provide cover for their holidays or sickness, removing the stress and reliance on that individual to keep things running.

Escalations within vendors are another great help, as we typically have more clout than individual customers and different contacts as a high-level

official partner. That is, if we are not able to resolve it ourselves, as we are trained on the products by the vendors.

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### Get in touch



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