

The background of the entire slide is a close-up, high-resolution image of a printed circuit board (PCB). It features a complex network of fine, copper-colored traces and various electronic components, including small surface-mount components and larger, more prominent components. The lighting is dramatic, with a strong blue/cyan tint on the left side and a warmer, reddish-orange tint on the right side, creating a sense of depth and technological sophistication.

The Future of IT Support:

Why Flexibility Wins

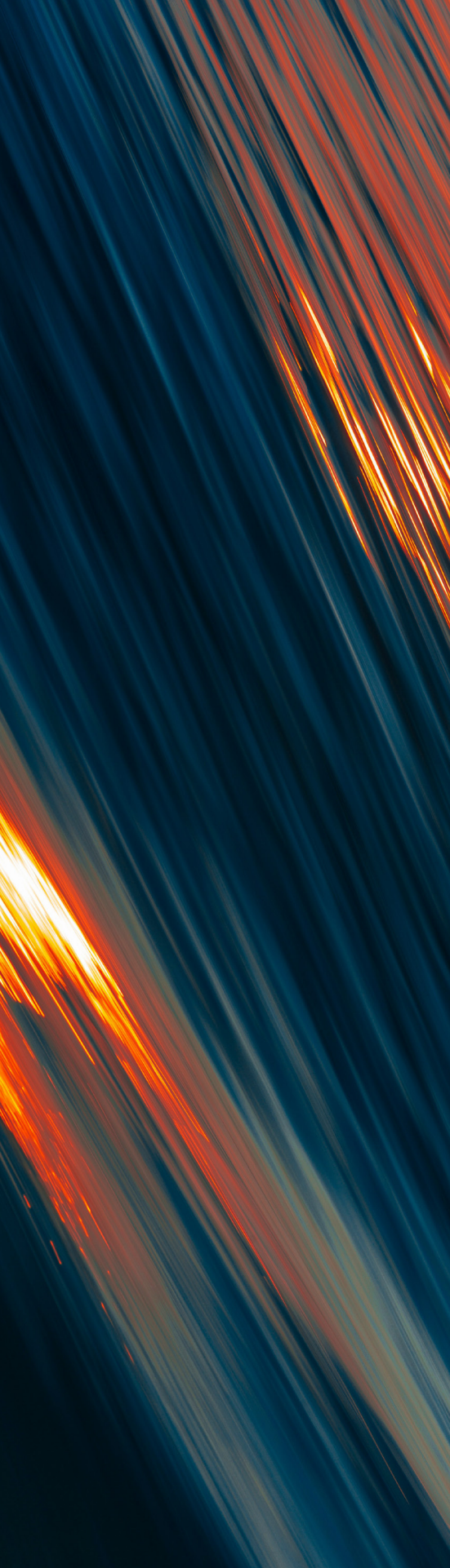


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Introduction

For years, businesses have been told they must choose between remote IT support or onsite engineers. For many small and mid-sized businesses (SMBs), that choice has felt limiting, expensive, or ill-suited to their day-to-day realities. At Prescient Solutions, we believe IT support should fit your business model—not the other way around. This eBook explores why the old “either/or” model no longer works, the hidden costs of rigid support, and how a hybrid, flexible approach positions your business for growth and security.



The Old Model: Why It Falls Short

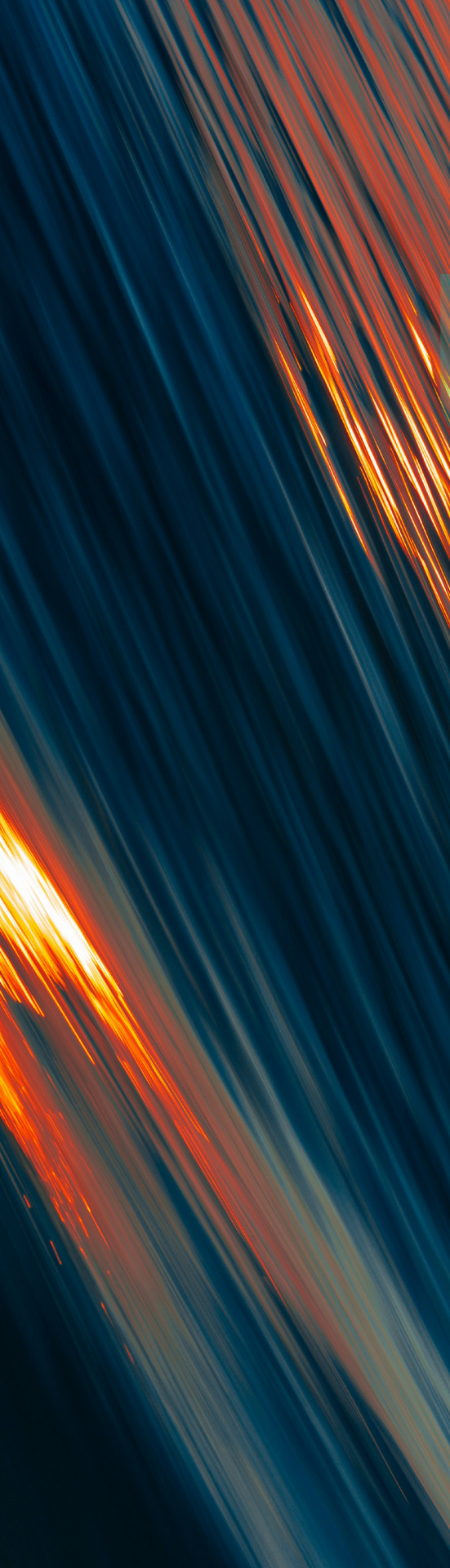
Remote-only support

- **Pros:** Lower cost, scalable, wide technical coverage
- **Cons:** Less relationship-driven, limited onsite presence, harder to integrate with your team

Onsite-only support

- **Pros:** Hands-on troubleshooting, stronger relationships with staff
- **Cons:** Higher overhead, limited coverage hours, scalability challenges

While both models have advantages, neither fully addresses the dynamic needs of modern SMBs.



The Hidden Costs of Choosing Wrong

The true cost of rigid IT support models often hides beneath the surface:

- **Downtime costs:** SMB downtime averages \$127–\$427 per minute, and in some cases can soar to \$100K per hour for micro-businesses with critical systems (ITIC, EN Computers).
- **Security risks:** Without the right expertise always available, vulnerabilities can go undetected until it's too late.
- **Employee productivity loss:** Frustration builds when employees can't get timely help.
- **Inefficiency tax:** IDC research shows companies lose 20–30% of annual revenue due to inefficiencies—outdated infrastructure and poor IT support are major contributors.

The Hybrid Advantage

A flexible, shared-resource model solves these issues by blending onsite presence with scalable remote expertise:

- **Full-time onsite + remote helpdesk:** Dedicated staff who integrate with your culture, backed by a larger remote team.
- **Part-time onsite + flexible remote:** Cost-efficient access to specialized expertise only when you need it.
- **Fully remote + scheduled onsite visits:** A lean option with the benefit of in-person support for critical projects.

Benefits include:

- Scalability as your business grows
- Increased resilience and redundancy
- Better ROI by paying only for what you need
- Stronger integration with your business compared to remote-only providers

Case Example: The Prescient Approach in Action

Challenge:

A leading Midwest manufacturer sought to reduce the overall cost of ownership of their internal IT operations, improve internal/external service levels, ensure staff continuity and guarantee 24/7 support. Additionally, the organization wanted to make their business systems more available to workers on the manufacturing floor.

Prescient Solutions:

Prescient designed a Wide Area Network and an international Citrix Farm supporting hundreds of users in three different countries, and provided five full-time, on-site consultants responsible for the Helpdesk, network administration and support, WAN management and project management of all data and communications activities.

Results:

After outsourcing the entire network and PC support operations to Prescient Solutions, the organizations costs were dramatically reduced and service levels increased.

The Future of IT Support

Technology isn't getting simpler. Cloud adoption, cybersecurity threats, compliance demands, and hybrid work environments all require IT teams to be more adaptable. SMBs can no longer afford rigid, one-size-fits-all support models. Flexibility and scalability are the future of IT support.

How Prescient Delivers

Prescient Solutions has pioneered flexible IT support for almost 30 years. Our shared-resource model gives clients:

- Access to both remote and onsite experts
- Flexible engagement levels (full-time, part-time, or as-needed)
- Long-term relationships built on trust, not transactions

With Prescient, you don't have to choose between remote and onsite—we bring you both, seamlessly.

About Prescient Solutions

Prescient Solutions boasts over two decades of expertise as a leading managed IT services provider. Specializing in infrastructure, networking, cybersecurity, cloud-based solutions, and responsive help desk support, we cater to a diverse clientele, ranging from small businesses to global enterprises and government agencies. Our commitment to excellence is reflected in our tailored approach, where we leverage cloud-based models to offer scalable, cost-effective solutions that optimize daily operations. From devising robust IT strategies to providing ongoing maintenance and support, our dedicated team ensures seamless integration of technology into your business processes. We prioritize staying ahead of industry trends, enabling us to recommend and implement cutting-edge solutions that drive efficiency and productivity. With Prescient, you can focus on what matters most – growing your business with confidence.

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