

EXECUTIVE TECHNOLOGY & MSP ASSESSMENT

CAPTECH ADVISORS



Helping organizations determine whether their IT provider is enabling growth or creating operational friction.

1. EXECUTIVE SUMMARY

Most organizations do not realize their IT relationship has become reactive until operational friction starts impacting the business. Even when support tickets get answered, recurring issues continue, leadership lacks confidence in strategic guidance, and security posture becomes difficult to measure. As organizations scale, growth introduces complexity that the existing provider was never built to support.

CapTech Advisors exists to address this gap. We help organizations evaluate whether their current IT provider is aligned with:

- Business growth and scalability requirements
- Operational reliability and executive responsiveness
- Cybersecurity maturity and long-term strategic planning

2. THE BUSINESS RISKS OF A REACTIVE MSP

Organizations rarely wake up looking to replace an MSP; they start by looking for clarity. When growth outpaces infrastructure, the following business risks emerge:

Productivity Loss & Scalability Constraints

Employees lose time due to inconsistent support experiences and recurring technical issues. Environments built for smaller teams often become operational bottlenecks.

Security & Compliance Exposure

Cybersecurity risk increases due to legacy infrastructure, limited visibility, and inconsistent access controls across environments.

Executive Blind Spots & Vendor Dependency

Leadership lacks clear reporting around security maturity, infrastructure health, strategic planning, and vendor accountability, becoming overly reliant on a provider without independent validation.

3. THE MSP MARKET REALITY: A BREAKING POINT

The managed services industry is experiencing unprecedented churn. As organizations rely more heavily on their technology stack, tolerance for reactive support has vanished. Industry data reveals a breaking point in provider-client relationships:

80%

of surveyed companies are shopping for a new MSP within the next year due to frustration.

Source: Channel Insider

95%

switch due to unhappiness with service, compared to only 5% who leave purely over price.

Source: Scribd (Kaseya Research)

60%

of IT professionals report burnout, driving slower response times and operational complexity.

Source: IT Pro (Auvik 2025 IT Trends Report)

77%

of SMBs cite clear communication as a key satisfaction driver—an area where many providers fail.

Source: F12.net (Spiceworks Research)

Furthermore, **33% of new MSP customers are "switchers"** leaving an incumbent provider (Source: IT Pro). It is no surprise that 71% of MSPs report customer acquisition as their biggest challenge (Source: IT Pro) as clients actively reevaluate their options. The most common catalysts for replacing a provider include **poor responsiveness, weak cybersecurity, frequent outages, lack of strategic guidance, and being "too expensive" relative to the value delivered** (Source: inky.com).

4. THE CAPTECH ADVISORY APPROACH

CapTech Advisors operates independently on behalf of the client. We do not sell managed IT services; we provide **vendor-neutral technology advocacy**. We help evaluate whether your current provider is delivering expected service levels, maintaining modern security standards, and providing true strategic value.

PHASE	FOCUS AREAS
01. Discovery	Reviewing the existing MSP relationship, support structure, security posture, and pain points.
02. Gap Identification	Pinpointing service gaps, security concerns, operational inefficiencies, and scalability limitations.
03. Market Validation	Comparing current services against industry standards, regional benchmarks, and cost alignment.
04. Recommendations	Advising on maintaining the current relationship, modernization priorities, or alternative providers.
05. Vetting & Transition	If a change is needed: evaluating alternative MSPs, leading vendor selection, validating capabilities, and coordinating onboarding.

06. Contract Review & Negotiation

Once a new provider is selected, we ensure the final contract aligns with budget expectations and clearly defines all specific SLAs needed to protect the business.

5. WHY THIS MATTERS NOW

Organizations typically do not evaluate their MSP relationship until growth exposes limitations, leadership loses confidence, or a security issue forces deeper visibility. By that point, the business is already operating with unnecessary friction.

The organizations that benefit most from a proactive assessment are not the ones in crisis. They are the ones trying to scale responsibly before technology becomes a long-term bottleneck. CapTech Advisors provides an independent, operationally grounded perspective before those gaps become larger business problems.



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