

Managed Services Provider (MSP)

A company that remotely manages IT infrastructure and end-user systems under a subscription model. With managed services, engineers help customers 24/7 with issues ranging from password resets to major disruptions.

Co-Managed or Co-Sourced IT

A model where an MSP works collaboratively with internal IT staff, each with a specific set of responsibilities. For example, with co-managed IT, an in-house team may handle all support tickets while their MSP monitors infrastructure and handles cybersecurity, or vice versa.

Service Level Agreement (SLA)

A contract defining the level of service a provider will deliver, including response times and performance guarantees.

Helpdesk

A support service for IT issues, with service levels and response times typically categorized into tiers based on complexity.

Break/Fix

A reactive IT model where support is provided only when something breaks, as opposed to proactive managed services. See our comparison chart