SOLUTION BUILDERS®

CO-MANAGED IT



What Comes Off Your Plate.

Co-Managed IT for CIOs, IT Directors, and IT Managers: what we take, what you keep, and what the first 90 days look like.

60%
of IT professionals report burnout

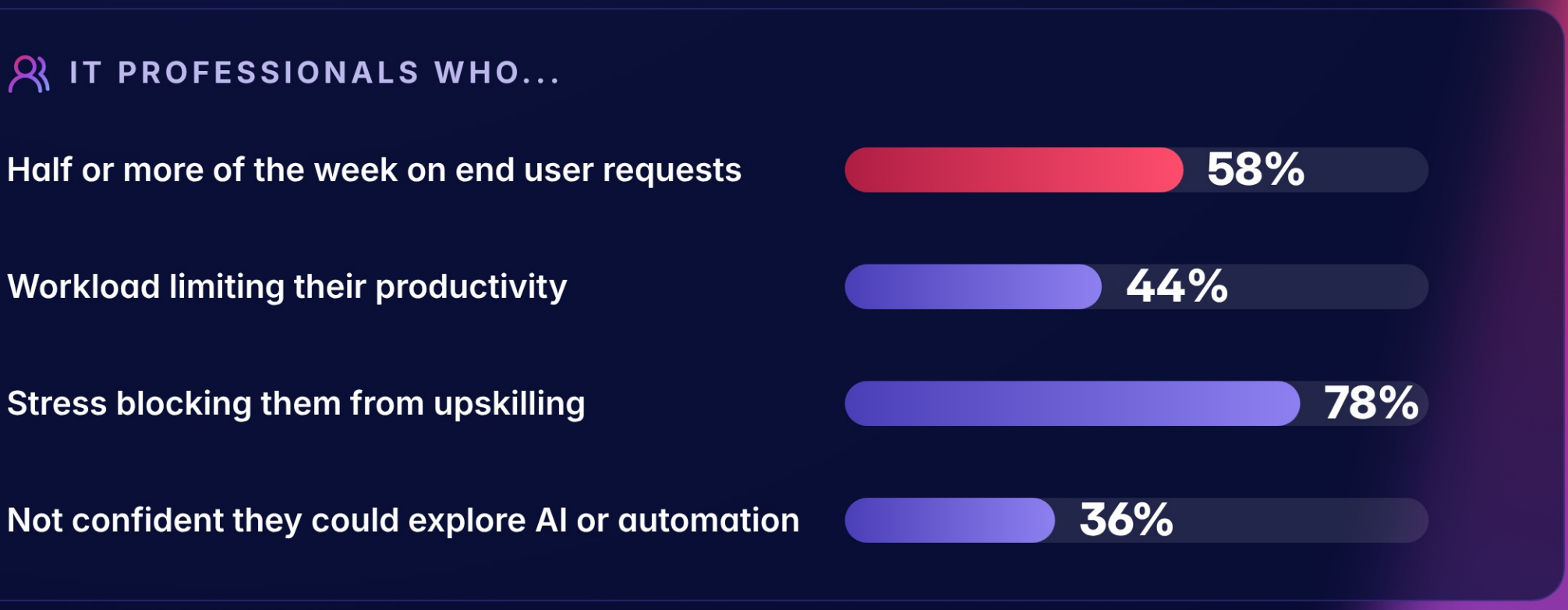
58%
spend half or more of the week on end user requests

44%
say workload is limiting their productivity

WHERE THE WEEK GOES

Great engineers, buried in tickets.

You hired talented people to move the business forward. Most of their week goes to keeping it from moving backward.





of IT professionals report burnout

58%

spend half or more of the week resolving end user requests

44%

say their workload is limiting their productivity

The cost is not just morale. Every hour a senior engineer spends on a password reset is an hour the migration, the security project, or the AI rollout does not move.

Source: Auvik IT Trends Report 2025.

THE SPLIT

Off your plate. On your plate. Shared.

Co-Managed means exactly that. Here is how a typical engagement divides the work.

Off your plate

- Tier 1 help desk and password resets
- After hours and weekend coverage
- Patching, updates, and monitoring
- Backup management and recovery testing
- 24/7 security operations and threat response
- Vendor coordination and escalations
- Project execution: migrations, rollouts, refreshes

Stays with you

- Strategy, priorities, and budget
- Business relationships and stakeholders
- Final say on tools, vendors, and changes
- The work only your team can do

Shared

- One dashboard, every ticket visible
- One documentation source, kept current
- A quarterly roadmap you own and we support

The rule we work by: your team keeps ownership and visibility of everything. We add depth, tooling, and hours. Nothing moves without your say so.

THE FIRST 90 DAYS, CO-MANAGED

Keep your team. Give them superpowers.

Enterprise tooling on day one, senior engineers behind your lead, and project capacity that does not pull your people off daily support.

60%
typical ticket volume drop on your team in the first 90 days

24/7
coverage behind your internal team

1
shared dashboard with full transparency

100+
hours of monthly downtime eliminated for one client

30+
years helping businesses move forward, since 1995

Top 1%
of managed service providers nationwide

98%
client satisfaction, scored on every closed ticket

24/7
help desk, monitoring, and security operations

www.solutionbuilders.com
(952) 854 8188 · Bloomington, MN

Book a 30 minute scoping call →