SOLUTION BUILDERS®

MANAGED IT SUPPORT



The Real Cost of IT Headaches.

Slow laptops, broken logins, and printers with opinions. Here is what everyday technology friction really costs a business.

7.9
hours lost per employee every week to technology friction

51
working days lost per employee each year

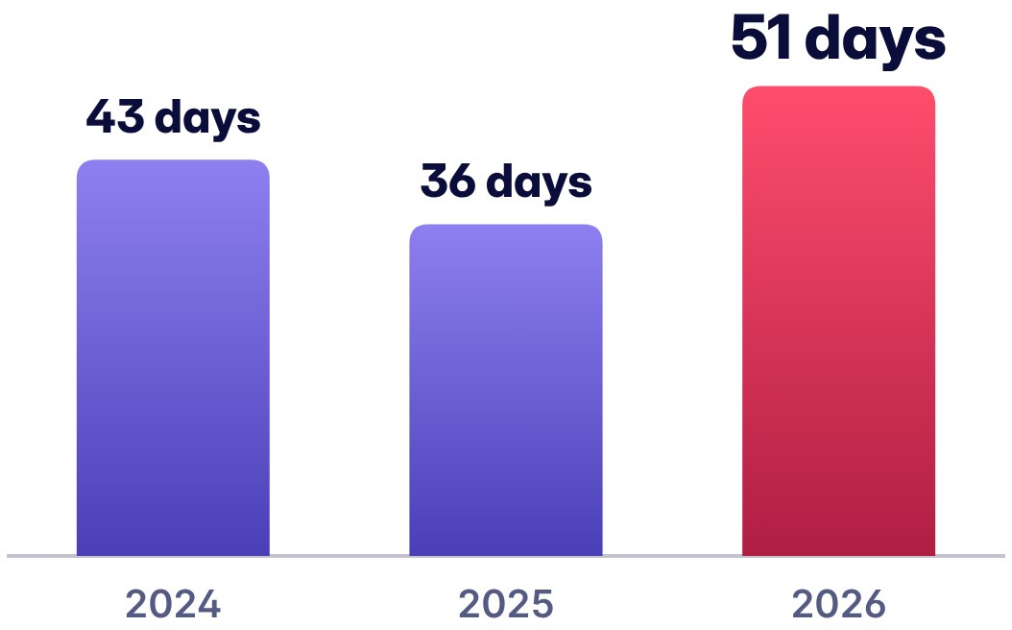
60%
of IT professionals report burnout

WHERE THE HOURS GO

Almost a full day a week, gone.

A 2026 study of 3,750 executives and employees found that workers lose 7.9 hours every week to digital frustrations. That is 51 working days a year, per person, up 42% in one year.

WORKING DAYS LOST PER EMPLOYEE PER YEAR



+42%

in one year, despite record spending on new tools

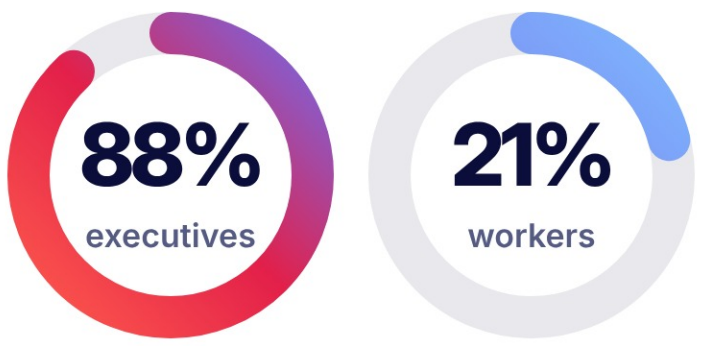
40%

of new digital spend underperforms

THE PERCEPTION GAP

88% of executives think their people have the tools they need.

Only 21% of workers agree. That 67 point gap is where the hours disappear.



Source: WalkMe global study of 3,750 executives and employees, April 2026.

DO THE MATH

What friction costs your business.

Take the 7.9 hours, multiply by your headcount, and multiply by a fully loaded hourly cost. We used $40 an hour, which is conservative for most office teams.

TEAM SIZE	HOURS × PEOPLE × $40	PER WEEK	PER YEAR
25 employees	7.9 × 25 × $40	**$7,900**	**$410,800**
50 employees	7.9 × 50 × $40	**$15,800**	**$821,600**
100 employees	7.9 × 100 × $40	**$31,600**	**$1,643,200**

7.9 × __ × $__

Plug in your own headcount and hourly cost. Even if your number is half of ours, it is almost certainly more than a Managed IT agreement.

77%
of office workers hit a tech issue in at least one meeting every week

45%
say meetings start late because of tech or audio problems

$40
per hour loaded cost used above. Swap in yours.

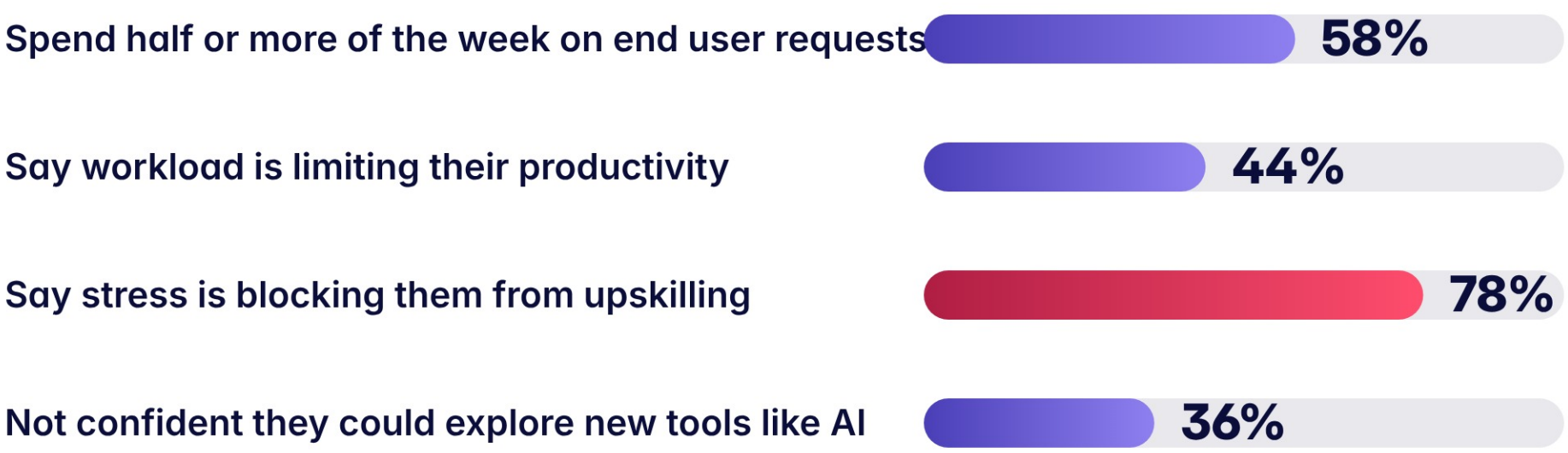
Sources: WalkMe global study, April 2026. Jabra 2026 US Modern Workplace Report, 1,000 office and hybrid workers. The $40 figure is an illustration, not a survey result.

THE OTHER SIDE OF THE TICKET

Your IT team is drowning too.

Whoever handles IT today is spending most of the week on repeat requests, and it shows.

IT PROFESSIONALS WHO...





of IT professionals report burnout

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

78%
say stress is blocking them from upskilling

The pattern: the people who could fix the root causes are too busy fixing the symptoms. That is not a people problem. It is a model problem.

Source: Auvik IT Trends Report 2025.

WHAT EFFORTLESS LOOKS LIKE

Technology that moves business forward.

Managed IT Support from Solution Builders is a complete, proactive IT department for the cost of one entry level technician.

90%
average reduction in IT downtime

5 min
average ticket response time

50+
fractional team members you can leverage

24/7
help desk, monitoring, and onsite support

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