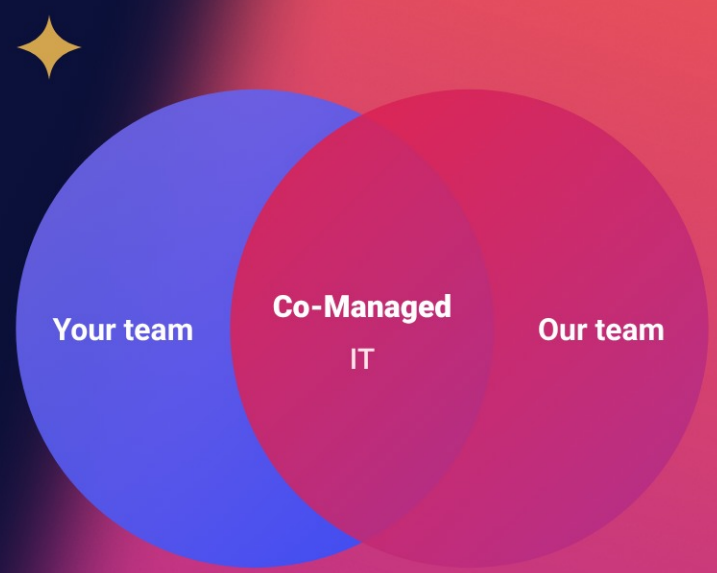
SOLUTION BUILDERS®

CO-MANAGED IT · WHITE PAPER



The IT Leader's Guide to Co-Managed IT.

A white paper for CIOs, IT Directors, and IT Managers on getting capacity and specialist expertise in cybersecurity, cloud, and AI, without giving up control.

7%
of tech hiring managers confident they can fill in demand roles

2 in 3
say hiring is harder than it was a year ago

60%
of IT professionals report burnout

01 · THE CAPACITY PROBLEM

The roles you cannot hire.

Robert Half surveyed 2,000 US hiring managers in early 2026. The most common gap is AI, followed by cloud architecture and IT operations. The pattern is the same in every size of company.



AI
the most cited skills gap in the survey

Cloud
architecture, close behind, with IT operations

60%
of IT professionals report burnout

The honest read: the approved headcount is not coming, and the people you have are at capacity. The question is not whether to get help. It is how to get it without losing control.

Sources: Robert Half, State of US Tech Hiring, February 2026. Auvik IT Trends Report 2025. Figures shown as approximate where the source reported 'more than' or 'nearly'.

02 · THREE MODELS

Co-Managed is not one thing. It is three.

Most engagements start with one model and grow into a second. Few need all three on day one.

MODEL 01

Overflow and after hours

Tier 1 and 2 tickets above your team's capacity, plus nights, weekends, and holidays.

WHO OWNS WHAT
Your team owns the queue. We take what spills over, on your tools or ours.

PICK IT WHEN
When the help desk is eating your engineers' week.

MODEL 02

Specialist retainer

Cybersecurity (24/7 SOC, audits, MFA, EDR), cloud (Azure, Microsoft 365), and AI (Copilot, governance) on call.

WHO OWNS WHAT
Your team sets the priorities. Our specialists execute and document.

PICK IT WHEN
When the skill you need is the skill you cannot hire.

MODEL 03

Project capacity

Migrations, refreshes, security rollouts, and AI implementations with a start date and a finish date.

WHO OWNS WHAT
You own scope and approval. We bring the hands and the build lab.

PICK IT WHEN
When the roadmap has been the same for two budget cycles.

Mix and match. A typical year one: overflow and after hours from day one, a security retainer by month two, and the Microsoft 365 or Copilot project in the second quarter.

03 · KEEPING CONTROL

What to put in the agreement.

The fear every IT leader has about outside help is losing visibility. The fix is structural, and it belongs in writing before the first ticket.

- One shared dashboard: every ticket, note, and resolution visible to your team in real time
- One documentation source, owned by you, kept current by both teams
- A written escalation path with named people on both sides
- Service levels you can see measured, not just promised
- Your tools or ours, your call, with no lock in
- Month to month terms and a clean exit clause, because trust is earned monthly
- Quarterly reviews that report your numbers, not ours

1
shared dashboard with full transparency

SOC 2
Type II, so your auditors can see our controls too

Monthly
terms, no long contract required

Source: Solution Builders Co-Managed IT engagement structure.

04 · THE FIRST 90 DAYS

What changes, and when.

A Co-Managed engagement should show results inside one quarter. Here is the shape of a typical one.

DAY 1

Access, tooling, and the shared dashboard live. Overflow routing starts.

DAY 30

Documentation current, after hours coverage proven, first specialist request completed.

DAY 60

Ticket volume on your team visibly down. First project scoped and started.

DAY 90

Quarterly review: response times, volume, project status, and what to take on next.

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

24/7
coverage behind your internal team

100+
hours of monthly downtime eliminated for one client

22
MINUTES

A specialist retainer in action: ransomware at a 42 person client contained in 22 minutes by our 24/7 SOC, every system restored from immutable backups, zero ransom paid.

Source: Solution Builders client outcomes, 2026 company brochure.

05 · GETTING STARTED

Which project has been waiting the longest?

Tell us, and we will scope it with you in 30 minutes: what it takes, who does what, and what your team keeps. No pressure, just a plan.

EVERY ENGAGEMENT MAPS BACK TO RISE

R
Resilient
Cloud, continuity, backup

I
Integrated
Infrastructure, integrations, services

S
Secure
Cybersecurity

E
Evolving
AI

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

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