

	IT System Integrator (SI)	IT Managed Service Provider (MSP)
Mode of Operation	Reactive	Proactive
IT Support Engagement	One Time	Continuous
Job Focus	Problem Resolution	Prevention, Management and Monitoring/Tracking
Cost of IT Support	Low	High
Overall Cost to Business (Downtime, Inefficiency)	High	Low
Business Relationship	Seen as a external Vendor	Seen as an close Partner
Symbolic Relationship	No	Yes
Ability to resolve issues faster	No	Yes
Billing Mechanism	Fixed Billable Hours – Pay per use	Fixed Monthly Fees
Incentives	Reward for slower and poorer services.	Reward for efficiency and effectiveness.
Business Objectives	Short Term	Long Term