



A COMCEN COMPANY

From Reactive to Proactive: Why an IT Support Contract Matters

We make  easy

Imagine your car breaking down on a remote road. Stressful and costly, right? That's what IT feels like without a Managed Service Provider (MSP) contract—just waiting for issues to arise and reacting.

With a break/fix approach, there's no proactive care. Small issues grow into big problems, leading to downtime, security risks, and unexpected costs. Without regular monitoring, vulnerabilities go unnoticed, exposing your business to potential cyber threats and data loss.

An MSP contract changes this. Our team actively monitors and maintains your systems, preventing issues before they disrupt your business. You gain stability, security and peace of mind—leaving you free to focus on growth, not IT headaches.



The Break/Fix Conundrum

When your computers crash, your network goes haywire, or your software refuses to cooperate, it's not just a minor inconvenience – it's a potential storm on the horizon that could disrupt everything you do.

Many businesses still rely on the old “break/fix” model—calling for IT support only when something goes wrong.

But tech needs are now more complex, with increasing cyber threats and software vulnerabilities. A purely reactive approach leaves you open to costly downtime, data breaches, and unhappy customers.

Here's why the break/fix model may be holding your business back.



More Downtime:

With break/fix, you wait for help when issues arise, leading to costly downtime that hurts both profits and reputation.



Unpredictable costs:

Without a contract, IT costs are unpredictable, making it hard to plan your budget.



More Data loss:

Break/fix leaves you vulnerable to data loss if issues escalate before help arrives.



No familiarity:

A reactive provider doesn't fully understand your business, slowing down effective support when you need it most.



Security vulnerabilities:

Without proactive monitoring, your systems miss timely updates, leaving you open to cyber threats.

A Contracted Partnership

Imagine your IT support partner as a vigilant ally—monitoring and protecting your systems before issues arise. With a contracted IT model, we're not just waiting for problems; we're proactively securing your business.

Here's how a contracted approach benefits you.



Early Detection:

With proactive monitoring, we catch issues before they become problems.



Swift Action:

We address potential issues immediately—often before you even notice.



Reduced Downtime:

Early intervention means fewer disruptions to your business.



Cost Savings:

Preventing major IT issues saves you from expensive repairs and recovery costs.



Enhanced Security:

Stay protected with regular security updates and active threat monitoring.

With a contract, Pisis becomes more than just IT support—we become a partner who truly understands your business. We learn your needs, goals, and daily operations, allowing us to provide tailored solutions that drive your success. As you grow, we scale your technology to keep pace, offering proactive guidance and improvements to boost efficiency and help you plan for the future.



Move Beyond a Transactional Relationship

With break/fix, IT support feels purely transactional—call when there's an issue, and that's it.

A contract with Pisis changes this, creating a true partnership. We become an extension of your team, taking time to understand your unique needs, processes, and goals.

With us on contract, you get direct, priority access to your IT experts, who don't just fix problems but proactively advise you. We guide your technology decisions, help you stay ahead of trends, and recommend cost-effective solutions to support your growth.

Instead of waiting for issues, we work with you to optimise your systems, boost efficiency, and keep your IT running at its best.



TECHNICAL SUPPORT

Stay one step ahead

With a contract, Pisis becomes your proactive IT partner, addressing potential issues before they disrupt your business. We act like a healthcare provider for your systems—running regular “check-ups” with software updates, security patches, and preventive maintenance to keep everything in peak condition.

Our contract-based support includes:



Continuous Updates:

We keep your systems secure with the latest patches.



Threat Monitoring:

Around-the-clock monitoring catches suspicious activity early.



Employee Training:

We educate your team on security best practices, helping them spot threats.



Rapid Incident Response:

If a breach occurs, we respond swiftly to minimise damage.



Compliance Support:

We help you meet regulatory standards, reducing risk of fines or reputational damage.



The Bottom Line

With break/fix, IT costs are unpredictable—you never know when an issue will hit or what it will cost to fix.

A contract with Pisis changes that. For a fixed monthly fee of £20 per user, you get comprehensive IT support, including proactive maintenance and regular fixes. This predictable cost helps you budget with confidence and avoid financial surprises.

- ✔ **24/7 Cyber Security:** Round-the-clock protection with threat management and ransomware defence
- ✔ **Peace of Mind:** Access to expert support, so your IT is in safe hands
- ✔ **Fast Response:** 98% of issues are resolved remotely, with guaranteed onsite support within 4 hours
- ✔ **Predictable Costs:** Fixed monthly fee of just £20 per user, with no hidden charges and a 30-day rolling contract
- ✔ **Proactive Monitoring:** We catch issues before they disrupt your business, ensuring optimal performance
- ✔ **Reduced Downtime:** Temporary replacement hardware provided if repairs are needed
- ✔ **Enhanced Data Management:** In-depth assessments to align IT with your evolving needs
- ✔ **Advanced Security:** Regular updates and monitoring to protect against vulnerabilities

With a contract, you gain stability, security, and predictable monthly costs—all at a fraction of the risk and expense of ad-hoc support.

We're here to help you make IT easy.

Contact Pisis on:
01792 464748
hello@pisis.net

to move to a proactive IT contract.

PiSYS **.net**

A COMCEN COMPANY

This is how you can get
in touch with us:

 [0113 220 4013](tel:01132204013)

 vikkyw@comcen.co.uk

 www.pisys.net

 www.linkedin.com/company/pisys-net-ltd



We make **IT** easy