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EDITION

SOURCEPASS™

# Top 5 IT Mistakes Growing Companies Make and How They Can Be Avoided

**How Outsourcing IT Prevents  
Cyberattacks, Saves Costs, and  
Grows with Your Business**

**For Small to Medium Businesses**

TOP 5 IT MISTAKES GROWING COMPANIES MAKE

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# Introduction: Is Your Technology Growing Alongside Your Business?

**As your company grows, your technology should be growing with you.**

For many growing organizations, IT becomes an afterthought — something that worked “well enough” when the team was smaller, but no longer scales with the business.

In the startup stage of a new business, it’s common to rely on a tech-savvy employee, a part-time consultant, or a solo IT generalist to keep things running.

As your headcount increases, however, and your systems become more complex, this approach can quietly create significant risks, slowing down your operations, exposing you to cyber threats, and hindering innovation.

This guide was created for business leaders at fast-growing companies—those responsible for delivering results, protecting data, and enabling future growth. Whether you’re a CEO, CFO, or Director of Operations, understanding the hidden pitfalls of DIY IT can help you make smarter decisions.

## **Inside, you’ll learn:**

- **The 5 most common IT mistakes companies make as they scale**
- **Why internal IT can become a bottleneck (and even a risk)**
- **How Managed Service Providers (MSPs) like [Sourcepass](#) help growing companies stay secure, agile, and future-ready**

If your company is on the path from startup to an established, growing organization, you mustn’t let your IT strategy fall behind. Use this guide to course-correct before small missteps turn into major roadblocks—and to discover how outsourcing IT can be the key to growing smarter.

# Mistake #1: Relying on a One-Person IT Team

## The Risk

Many growing companies rely on a single IT specialist—an easy path early on. But as technology environments become multi-cloud, hybrid, and remote, one person can't cover it all.

## The Impact

- **Limited expertise & blind spots:** No single IT pro can be an expert in cloud architecture, network security, compliance, hardware, and user support—this gap creates vulnerabilities.
- **Lack of redundancy:** If the solo IT person is sick, on vacation, or leaves unexpectedly, operations stall with no backup stream.
- **Burnout & turnover:** As your business grows, your IT specialist could be at high risk of burnout, leading to high absenteeism or exit risk, with transitions often taking weeks or months with no support.

## How You Can Avoid It with a Managed Service Provider

### Dedicated IT Staff:

Outsourcing to a Managed Service Provider brings a team of specialists—help-desk, network, security—ensuring fully redundant support.

### Scalable Expertise:

As your tech stack evolves, MSPs supply necessary skills without hiring in-house.

### Always Covered:

MSPs provide cross-coverage for vacations, after-hours issues, and (most importantly) emergencies.

# Mistake #2: Treating Cybersecurity as an Afterthought

## The Risk

Internal teams tend to firefight—patching and threat management fall behind until damage occurs. Your business must have a proactive, rather than reactive, approach to IT so that you don't become the next data breach victim.

## The Impact

- Nearly half of all cyber breaches target companies under 1,000 employees
- The average cost of a data breach hit a record of **nearly \$5 million in 2024** (up 10% YoY), with small/medium companies averaging \$3.3 million
- **60% of small businesses fold** within six months of a major breach (SpyHunter)

## How You Can Avoid It with a Managed Service Provider

### Around-The-Clock Monitoring:

MSPs offer 24/7/365 SOC and MDR, detecting and remediating threats continuously.

### Proactive Prevention:

MSPs implement Multi-Factor Authentication (MFA), endpoint protection, patching, penetration test, and staff training.

### Mitigated Financial Risk:

MSP-managed environments reduce breach lifecycles and costs significantly. Orgs that use AI and automation save an average of \$2.22 million per breach.

# Mistake #3: Delaying Infrastructure Upgrades

## The Risk

Patchwork upgrades and aging hardware and software inevitably lead to slow systems, frequent outages, and increased support issues.

## The Impact

- **Slow performance reduces user satisfaction** and productivity, increasing helpdesk tickets
- **Reactive fixes cost significantly more** than planned upgrades, like in construction, where **98% of projects exceed budgets** when delayed (ITPro)
- **Digital downtime is expensive:** Smaller businesses **lose \$427/min**, while enterprise losses can hit **\$14,000–\$23,750/min** (Techlocity)

## How You Can Avoid It with a Managed Service Provider

### Lifecycle Management:

MSPs actively track aging equipment and schedule replacements before failures hit.

### Proactive Maintenance:

Regular health checks reduce incidents and emergency fixes.

### Strategic Planning:

MSPs align upgrades with business needs. This can include scaling bandwidth, infrastructure updates, and more.



# Mistake #4: Failing to Align IT with Business Strategy

## The Risk

Small internal teams react to end-user requests instead of proactively building systems aligned with business goals.

## The Impact

- **54% of executives** report **poor alignment** between IT and business strategy, leading to 72% not out-innovating competitors. (OSIBeyond)
- **Proper alignment boosts ROI**, reduces costs, enhances agility, improves customer experience, and increases innovation
- Strategic IT alignment **transforms technology** from a cost center into a business driver.

## How You Can Avoid It with a Managed Service Provider

### CIO-Level Guidance:

MSPs bring strategy expertise like roadmaps, tech budgeting, performance metrics, and more.

### Cross-Functional Collaboration:

MSPs ensure tech supports key business goals, such as integration CRM with BI tools to support sales growth.

### Continuous Improvement:

Quarterly reviews keeps IT investments and evolving business priorities in tune with one another.

# Mistake #5: Underestimating the Cost of Downtime

## The Risk

Unplanned IT interruptions—server outages, cyber incidents—cause cascading losses. Internal teams may lack redundancy, monitoring, or recovery protocols to restore services quickly.

## The Impact

- The average cost of downtime for SMBs is **\$400–\$427/min** (OsiBeyond)
- This cost increases with business growth. For enterprises, for instance, unplanned downtime can exceed **\$14,000/min**, with some losing over **\$1million/hr**

## How You Can Avoid It with a Managed Service Provider

### SLA-Backed Support:

SLA-backed support ensures quick response times and resolution times. This helps curb the cost by making downtime as minimal as possible.

### Redundancy and Continuity:

MSPs build fault-tolerant systems, backup plans, and disaster recovery plans for a proactive approach to potential downtime.

### Monitoring & Incident Response:

MSPs detect issues proactively and simulate incident response scenarios before real disruptions take you by surprise.



# Are You *Really* Saving Time and Money with Internal IT?

**Hidden IT Costs Are Everywhere. Use This Worksheet To Estimate How Much You're Currently Spending.**

If IT isn't your core competency, building your own department can cost more, take longer, and expose your business to more risk than partnering with a strategic IT provider.

Use the worksheet below to calculate and see the difference in cost and value for yourself.

**Total estimated internal IT cost per year:** \$ \_\_\_\_\_

**Total estimated MSP cost per year:** \$ \_\_\_\_\_

**Savings / Strategic Gain:** \$ \_\_\_\_\_

## Cost Comparison: MSP vs. Internal IT

Company Size	Avg. Internal IT Cost	Avg. MSP Cost
25 Users	\$150K–\$250K/yr	\$36K–\$60K/yr
50 Users	\$300K–\$500K/yr	\$75K–\$120K/yr
100 Users	\$600K+/yr	\$150K–\$250K/yr

## Section 1: Direct Costs

Category	Item	Est. Monthly Cost	Est. Annual Cost	Notes
<b>Personnel</b>	IT Manager / Director	\$	\$	Salary + benefits
	System Administrator	\$	\$	Required for server and network upkeep
	Helpdesk Technician(s)	\$	\$	1 Full-Time technician for every 50
	Security Analyst (if in-house)	\$	\$	Optional, but critical for modern orgs
<b>Tools &amp; Infrastructure</b>	Remote Monitoring & Management	\$	\$	RMM tool cost
	Backup & Disaster Recovery	\$	\$	Hardware, software, off-site storage
	Cybersecurity Tools	\$	\$	AV, EDR, firewalls, email filtering, etc.
	Licensing (M365, SaaS, etc.)	\$	\$	May include software suite & tools
<b>Training &amp; Compliance</b>	Staff training (annual)	\$	\$	Security awareness, tools, onboarding
	Regulatory compliance efforts	\$	\$	HIPAA, SOC2, NIST, etc.
<b>Total Costs</b>		\$	\$	

## Section 2: Hidden & Opportunity Costs

Category	Cost Type	Impact / Risk
Hiring & Retention	Recruiting costs	Time and cost to find experienced IT staff
	Turnover risk	Can lose critical knowledge overnight
Downtime & Productivity	Unplanned outages	Lost revenue and productivity
	Internal support delays	Bottlenecks when understaffed
Security Risks	Breach or ransomware incident	Potential six-figure+ financial impact
Compliance	Audit failure or fines	Legal and reputational risk
Focus & Opportunity Cost	Leadership distraction	Time not spent on core business strategy
	Lack of innovation velocity	Slow tech adoption limits competitiveness

## Section 3: Comparison – In-House vs. Outsourced IT

Factor	In-House IT	Outsourced IT Provider (MSP)
Cost Predictability	Variable / Increasing	Fixed, scalable monthly pricing
Security Coverage	Inconsistent / Resource-limited	Enterprise-grade security stack
24x7 Support	Rare without shift teams	Included
Vendor Management	Handled internally	Managed by MSP
Strategic Guidance	Limited to staff knowledge	vCIO + team with broad experience
Compliance & Documentation	DIY effort	Structured and repeatable process
Scalability	Hiring-dependent	On-demand scalability

# Make IT a Foundation, Not a Fragile Layer

By partnering with Sourcepass, you get:



**A Dedicated  
Specialist Team**



**Proactive  
Cybersecurity**



**Planned  
Infrastructure**



**Minimized  
Downtime**



**Strategic IT  
Alignment**

## SOC as a Service

**Sourcepass SOC-as-a-Service** (SOCaaS) gives clients access to expert Incident Response and Cybersecurity teams 24x7 without the expense of building out a fully featured staff in-house.

Let Sourcepass help transform your IT function from a constraint into a growth driver—secure, agile, and aligned with your business goals.

**[Learn more](#)**

## Quest® by Sourcepass:

Sourcepass clients gain access to **Quest®**, our innovative and powerful platform that delivers quick access to service requests, real-time project status, and powerful automation for onboarding new employees and more.

**[Learn more](#)**



## Managed IT Services

You don't need to be a tech expert—we've got your back. We'll make IT easy, secure, and affordable, so you can focus on growing your business.

Our [fully managed IT service plans](#) deliver a responsive and innovative engagement to support your IT needs, improve employee experience, and drive growth for your business.

We provide the technical support, engineering expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business.

**[Learn more](#)**

## Co-Managed IT Services

You're the quarterback; we're the bench strength. [Co-Managed IT](#) means you stay in control, with extra muscle when and where you need it.

We don't replace your IT staff – we complement and support them by focusing on key areas so your internal IT team can focus on their objectives.

This collaborative approach ensures that your IT team can dedicate their efforts to their critical business objectives while benefiting from the specialized expertise and expanded capabilities offered by Sourcepass to round out your team.

**[Learn more](#)**

AWARD-WINNING IT SERVICES

# About Sourcepass

**2,200+**

Clients

**500+**

Team Members

**97%**

CSAT Score

**9**

Locations

**Sourcepass is the industry's fastest growing IT service provider, focused on providing an IT experience that clients love.**

Our experienced, award-winning team focuses on developing personal relationships with our clients, learning about your business needs, and how best to apply technology to solve problems and create new opportunities.

Sourcepass can help transform your business to increase scalability, meet cybersecurity goals, and drive growth.

## Dedicated to excellence.

Sourcepass has achieved SOC 2 Type II and ISO 27001 certifications, reflecting our commitment to safeguarding the confidentiality, integrity, and availability of data, environments, and cybersecurity processes for both customers and trusted partners alike.

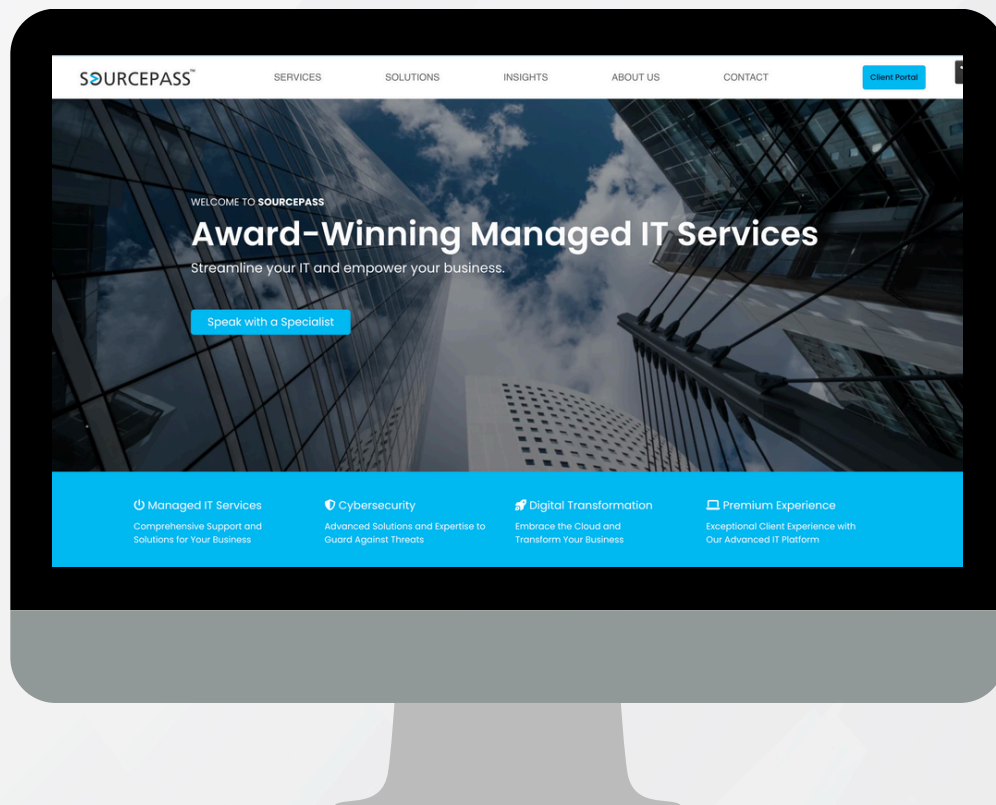


**SOC 2  
TYPE II  
CERTIFIED**





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