How Much Does Business Tech Support Cost in Los Angeles?

Read this Quick Guide and You'll Discover:

√   The 4 ways small, medium, and large business get technical support. Learn the pros and cons of each approach.

√   What you should expect to pay for business tech support in Los Angeles.

√   4 vital questions to ask your tech support company before signing a contract.

About the Author

Tony Williams is the CEO of Global IT, a 2018 official member of the Forbes LA Business Council and holds a M.S in "Complex Leadership within Data Center Organizations" from Cambridge University.

Accomplished technical professional with domestic and international experience in technical operations, P&L, technical oversight and leadership. Detail-oriented IT professional with 18+ years of experience in the high-tech Los Angeles field and 26 years of leadership experience. Highly successful in securing, maintaining and managing key relationships and systems, while preserving a high client retention rate, increasing revenues and improving company operations through key acquisitions, designing sustainable technologies, implementing logical staff systems and overseeing staff training. Served on the board for one of the largest USA based CLEC's (Paetec/Windstream), which provided the skills necessary to successfully maintain technology infrastructure for large industry leaders such as UAG,

Telus, Four Points Sheraton, David Geffen, Calvin Klein, & Paramount Pictures. Extensive background and industry experience in the telecommunication field that has propelled Global IT into a very successful and vibrant business.

The Four Types of IT Services for Small Businesses Explained

Before you can accurately compare tech support fees in the Los Angeles area, you need to understand the four predominant service models. Here are the four models, and the pros and cons of each.

1) Break-Fix Services- In the industry, we also call this billing for time and services. You'll typically have to buy a minimum amount of time, usually 1.5 hours. Most enterprises start with break-fix services but managed IT services are cheaper per hour.

2) Managed IT Services- This is a model where the IT services company takes the role of your IT department. Usually, the invoice is sent monthly or annually. For enterprises that need continual tech support, this method offers more value than break-fix services.

3) Built-in Vendor IT Services- Getting customer service from vendors (like Microsoft, Apple, and QuickBooks) seems like a good option. However, this method is notoriously hit-and-miss. In-depth support typically requires an expensive fee. Basic support may be free, but it's limited in scope and typically outsourced to other countries.

4) Hiring a Full-Time IT Manager- Hiring a full-time IT manager is the most expensive choice among the four options. However, it's the best solution for some large enterprises.

The Average Cost of Business Tech Support in Los Angeles

1) Hourly Break-Fix Fees- Most IT companies selling break-fix services in Los Angeles charge between $125 and $225 per hour with a 1.5-hour minimum. In many cases, they will give you a 5% to 10% discount if you buy a block of hours in advance.

2) Managed IT Services- Most managed IT services firms will quote you a monthly fee. This fee is based on the number of devices they need to maintain, back up and support. In Los Angeles, that fee is in the range of $150 to $500 per server, $25 to $75 per desktop, and $15 per smartphone or mobile device.

3) Software Vendor Cost- The vendor price for technical support fluctuates wildly. For example, Microsoft charges $499 for one incident, and $1999 for five incidents. QuickBooks charges $59 for one incident, $89 for 90 days of support, and $299 for one year of support. Basic support from Sage starts at $439 annually and goes up to $2879. Cisco support fluctuates wildly, ranging from $12.99 to $15,402 (and even higher than that).

4) Hiring a Full-Time IT Manager- According to PayScale, the average cost for a full-time IT manager in Los Angeles is $94,000. Hiring a full-time manager is usually only recommended for large enterprises with 250 employees or more.

4 Questions You Should Ask Before Signing a Contract + Why Is It Important?

1) **Is your tech support company a one or two-man operation?** Some tech support businesses are fully operated by one or a few people. The model may have lower costs. However, teams with fewer resources can't always help you immediately. Sometimes, they're helping another client. Sometimes they're on vacation. Sometimes

they're sick. When this happens, you can't get immediate help. As you know, time is money.

2) **Does your tech support company have errors and omissions insurance?** What happens when someone loses your data? A while back, Geek Squad was hit with a multimillion-dollar lawsuit. A few of their techs were behaving badly. Some were distributing the personal info on customer's laptops. Others were carelessly losing customer's data. Accidents happen. Insurance ensures you're compensated in a worst-case scenario.

3) **Does your tech support company monitor your network 24/7?** - Large companies will monitor your entire network 24/7/365. For example, they will immediately remove viruses, and install the latest updates. Smaller IT outfits rarely have the resources to monitor your system in real-time.

4) **Does your tech support company's technicians maintain current vendor certifications?** IT is complex. The best IT support techs have a wide variety of up-to-date certifications including Microsoft, Cisco, Network Plus, and C++. Make sure everybody on the tech support team knows what they're doing.

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