Not Every Business Needs IT Support the Same Way

Whether you need a complete outsourced IT department, support for your internal IT person, or remote-first coverage, Micro Solutions can structure TotalCare around the way your business actually operates.

Some businesses come to us because nobody owns IT internally. Others have one overwhelmed person trying to manage everything. Some need helpdesk, cybersecurity, and monitoring, but do not need regular on-site work.

That is why TotalCare is not a one-size-fits-all service. It is a flexible managed IT model designed to give your business the right level of support, accountability, and protection.

Fully Managed IT

When you need Micro Solutions to own IT for you.

Your business gets a full IT support structure, including helpdesk, proactive management, cybersecurity tools, strategic planning, and on-site support when needed.

Co-Managed IT

When your internal IT person needs a stronger support system.

Your internal IT person keeps their role, but they are no longer carrying the entire burden alone. Micro Solutions adds helpdesk coverage, technical depth, security tools, documentation, project support, and strategic guidance.

Remote IT

When your business needs TotalCare support without regular on-site service.

Your business receives remote helpdesk, monitoring, management, and cybersecurity support. This can work as a fully managed or co-managed model depending on your internal resources.

Service Model	Primary Fit	Internal IT Required?	On-Site Support	Helpdesk Support	Cyber Tools	Strategic Guidance	Best Use Case
Fully Managed IT	Businesses without internal IT	✘	✓	✓	✓	✓	You want Micro Solutions to act as your full IT department
Co-Managed IT	Businesses with an internal IT person/team	✓	✓	Shared	✓	✓	Your internal IT person needs backup, tools, and strategic support
Remote IT	Businesses that do not need regular on-site service	Optional	✘	✓	✓	Varies by package	You need dependable IT support delivered remotely

Our Goal

To help you understand the IT support & management model that gives your business the right level of accountability, support, and risk reduction.

Which Model Sounds Most Like Your Business?

Choose Fully Managed IT if: you want one accountable partner to manage your IT environment, support your users, protect your systems, and guide long-term planning.

Choose Co-Managed IT if: you already have an internal IT person, but they need backup, tools, helpdesk coverage, cybersecurity support, or strategic guidance.

Choose Remote IT if: you need dependable support and security management, but your business does not require regular on-site service from Micro Solutions.

Still unsure which model fits best?

That is normal. Sometimes businesses fall somewhere between these categories. Micro Solutions can help you evaluate your current IT setup and recommend the model that gives you the best balance of support, cost control, and long-term stability.