

FAQ: Augment Co-Managed IT Services



Q: What is co-managed IT, and how does it work?

A: Co-managed IT is a collaborative model where Exigent's expert team works alongside your internal IT staff. You stay in control while we provide specialized expertise, extra bandwidth, and proactive support through The Exigent Method.

Q: Does Exigent treat me as a second-tier client compared to fully managed accounts?

A: No. Every co-managed client receives the same SLAs, escalation paths, and white-glove service as our fully managed clients. Augment clients are handled by the same professional, responsive engineering team.

Q: If I bring in an MSP, will leadership push to cut my IT staff?

A: We can't answer for your leadership, but Exigent's Augment Co-Managed IT is designed to support and empower your internal team — not replace them. Our role is to amplify your team's impact.



Q: What if an MSP oversells capabilities and underdelivers?

A: We hear this concern a lot. At Exigent, we clearly define scope, responsibilities, and success metrics up front, then measure against them. Our 90-day worry-free guarantee ensures accountability from day one.

Q: Will I meet the "A-team" during sales and then get lower-level support later?

A: No bait and switch. The same team you meet during onboarding stays engaged throughout the partnership. Continuity and trust are part of our long-term client commitment.

Q: Does working with an MSP increase my security risk?

A: Security is built into every layer of our services. With Exigent, security and transparency are never optional.



Q: Will managing an MSP create more overhead for me?

A: Not with Exigent. From day one, we align workflows, tools, and communication so oversight is simple and efficient. Your dedicated Technical Advisor ensures our partnership supports your vision — and doesn't create extra work for you.

Q: How do I know co-managed IT will align with my business goals?

A: Through The Exigent Method, we build a tailored roadmap, set clear responsibilities, and provide consultative guidance. Our mission is to make your IT team more effective and help your business grow strategically.

Q: What kinds of businesses are a good fit for co-managed IT?

A: Augment is best for organizations with some internal IT presence that want added expertise, extra capacity, or help with strategic initiatives. If you prefer fully outsourcing IT, our Assurance offering may be a better fit.



Q: What happens if I'm not satisfied?

A: Exigent offers a 90-day worry-free guarantee. If expectations aren't met, we work with you to adjust roles, service mix, or processes until they are. Our long-term partnerships are built on integrity and responsiveness.

Have more questions? [Contact Exigent](#)



The Benefits of Co-Managed IT

Whether your IT team is stretched thin or you're preparing for the next phase of growth, co-managed IT services offer several advantages:

- **Scalability:** Add support where and when it's needed, from 24/7 help desk to project management. Many organizations use their MSP for overflow support or to launch new strategic initiatives without pulling internal resources off their core duties.
- **Expertise On-Demand:** Access engineers and specialists without the cost of full-time hires. A senior security engineer can cost \$150,000+ annually—co-managed services provide those capabilities fractionally, when needed.
- **Efficiency:** Free up your in-house team to focus on strategic initiatives. With day-to-day helpdesk or monitoring off their plate, your team can concentrate on innovation.
- **Strategic Alignment:** Customize support based on your goals, priorities, and internal capacity. It's not a set-it-and-forget-it service—it's a consultative, evolving partnership.



Key Differences: Co-Managed vs. Fully Managed IT

| Fully Managed IT | Co-Managed IT |
|--|--|
| MSP owns and manages the full IT environment | Internal IT shares responsibilities with the MSP |
| Ideal for companies with no IT staff | Designed for businesses with in-house IT teams |
| MSP leads all projects and support | Collaboration on support, projects, and strategic planning |
| Consistent, predictable pricing | Flexible support and scalable coverage |



Picking the right co-managed partner

Look for:

- Experience supporting businesses in your industry
- Flexibility in support and service packages
- Clear communication and collaborative planning
- Expertise in compliance, security, and infrastructure
- Track record of long-term partnerships

Ask:

- Who manages daily operations?
- How will communication work between teams?
- Can the provider scale as we grow?
- What service level agreements (SLAs) are included?
- What industries do they specialize in?
- Can they offer strategic input and project support?