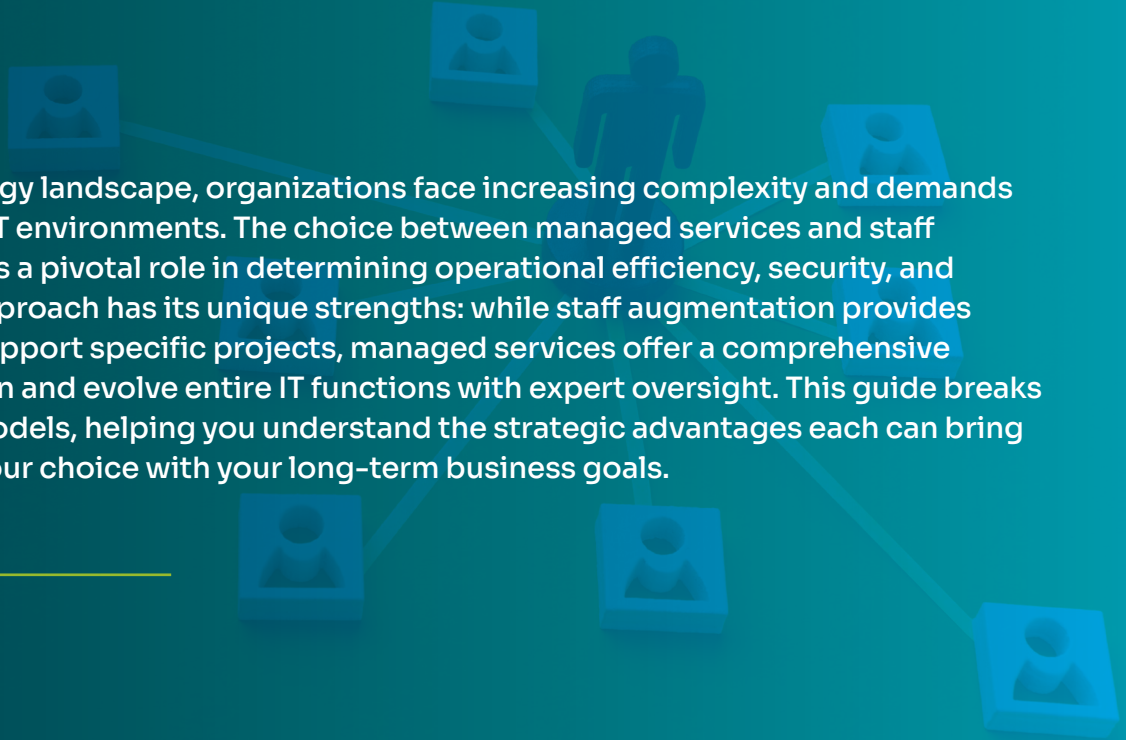SPINNAKER
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Managed Services vs Staff Augmentation

A Strategic Guide to Building the Right
IT Support Model

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In today's technology landscape, organizations face increasing complexity and demands in managing their IT environments. The choice between managed services and staff augmentation plays a pivotal role in determining operational efficiency, security, and scalability. Each approach has its unique strengths: while staff augmentation provides flexible talent to support specific projects, managed services offer a comprehensive solution to maintain and evolve entire IT functions with expert oversight. This guide breaks down these two models, helping you understand the strategic advantages each can bring and how to align your choice with your long-term business goals.

# Staff augmentation and managed services are two different ways of outsourcing IT functions.

Staff augmentation provides talent or resources that will complete specific tasks or projects under the client's control and direction.

Managed services offer to undertake full-fledged functions or handle processes with comprehensive support and expertise.

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Staff augmentation provides greater flexibility for short-term and project-specific needs, while **managed services** offer predictability and require a longer-term commitment.

Staff augmentation services involve hiring external professionals (usually temporarily) to work alongside the client's existing team and working with the client's processes and tools. Augmented team members integrate into the operations, providing specialized skills and expertise to complement you in-house workforce.
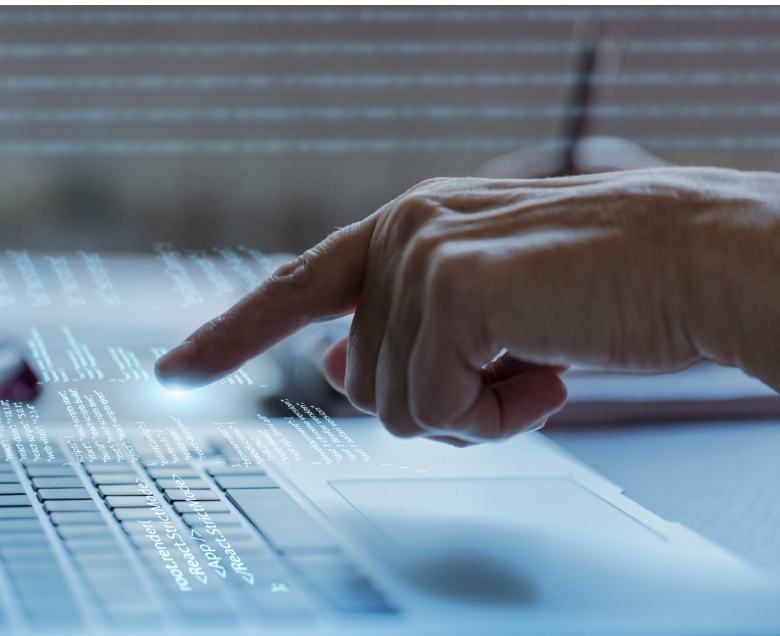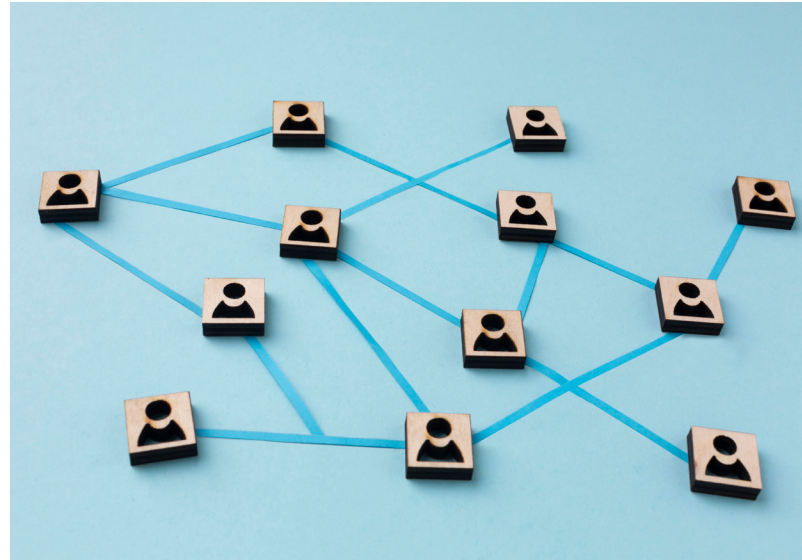
Managed services involve the outsourcing of specific functions or tasks to an external managed service provider (MSP), who takes full responsibility for managing and delivering the services with their team of experts and tools. This model suits businesses looking to offload specific responsibilities and achieve an outcome through an SLA backed services commitment.

A **managed services agreement** may arise if a customer loses a resource (through retirement of resignation) the initial consideration may be for a staff augmentation solution, however the best solution may be to engage in a managed services agreement which will deliver better results and protect the customer from future staffing issues.

A staff augmentation solution would have a Statement of Work (SOW) that includes:

- Skills of the resource provided

- Time availability of the resource provided

- Amount of time committed to the client

- No Service Level Agreements (SLAs)

A managed services solution would have a SOW outlining our service commitments:

- Specific actions we will take on the client's behalf (e.g., resolve incidents and service requests)

- Responsibilities for supporting the environment

- SLAs that back the service commitments made in the SOW

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