

CASE STUDY

Cost Comparison Drives IT Strategy Shift for Multi-Location Professional Services Firm

A multi-location professional services firm evaluating IT support strategies amid rising costs, aging infrastructure, and growing remote access needs.

CHALLENGE

A growing professional services firm with 50 users and multiple offices was reevaluating its IT support strategy due to aging infrastructure, rising support costs, and growing user demands. With limited internal IT resources and increasing pressure to modernize, leadership began exploring alternatives to in-house management. After an introduction through a trusted channel partner, CyberlinkASP was brought in to assess the situation and present viable options. The firm faced a strategic choice: maintain internal IT operations, outsource only Citrix desktop hosting, or fully transition to a managed service provider (MSP). Key challenges included high IT overhead, recurring hardware refresh costs, frequent downtime, a remote workforce needing secure access, and a lack of centralized visibility across systems.

SOLUTION

CyberlinkASP delivered a detailed cost-benefit analysis comparing three IT support models for the 50-user firm: the DIY model exceeded \$225K annually due to staffing, licensing, hardware, and downtime; the Citrix-only option reduced infrastructure costs to around \$140K but still required internal support; while CyberlinkASP's Full MSP Services came in under \$120K per year and included 24/7 support, patching, compliance, and user management. The fully managed solution eliminated capital expenditures, reduced total cost of ownership by over 45%, improved uptime and security, enhanced the end-user experience, and allowed internal resources to focus on strategic initiatives.

RESULT

By selecting CyberlinkASP's Full MSP Services, the firm achieved significant cost savings while gaining a more secure, scalable, and efficient IT environment. The transition removed the burden of hardware refresh cycles, eliminated unpredictable support costs, and provided consistent performance across all locations. With 24/7 monitoring, proactive patching, and built-in compliance, the firm saw improved uptime, stronger data protection, and a better experience for end users. Most importantly, internal teams were freed from day-to-day IT issues and able to focus on strategic growth initiatives, turning IT from a reactive expense into a true business enabler.

Professional Services

SERVICES

- MSP
- Citrix
- Desktop-a-a-Service (DaaS)

How can CyberlinkASP help your business?

Whether you need to reduce IT overhead, improve security, or support a hybrid workforce, CyberlinkASP delivers the fully managed and co-managed solutions to make it happen. From Citrix-powered environments to compliance-ready infrastructure, we help you scale smarter.

Contact us at 972-360-0557 or info@cyberlinkasp.com to learn how we can support your business goals.