

Signs You've Outgrown Break-Fix IT

Break-fix IT means you pay someone when something breaks. It feels cheaper, but it puts nobody in charge of preventing problems. Check every statement that sounds like your business.

How to use: Check every statement that describes your business, then count your checks.

1 Day-to-day frustrations

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- ☐ **The same problems keep coming back**
Fixes treat symptoms, not causes.
- ☐ **You sometimes wait a day or more for help**
Your tech is busy with other clients' emergencies.
- ☐ **An employee handles IT 'on the side'**
Their real job suffers, and so does your IT.
- ☐ **Staff have built workarounds instead of reporting problems**
Slow computers and flaky Wi-Fi have become 'normal'.
- ☐ **Onboarding a new hire takes days to get fully set up**

2 Hidden risks

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- ☐ **Nobody is sure who has the admin passwords**
Or only one person does.
- ☐ **Nobody checks whether backups are working**
You'd find out during an emergency.
- ☐ **Security means 'we have antivirus'**
No MFA, monitoring, or patch reporting.
- ☐ **You couldn't confidently answer a cyber insurance questionnaire**
- ☐ **Several computers are more than five years old or on unsupported software**

3 Business impact

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- ☐ **IT bills are unpredictable month to month**
Big invoices show up right when things go wrong.
- ☐ **Nobody plans technology purchases ahead of time**
You buy in a hurry when something fails.
- ☐ **You've lost hours or days of productivity to an outage in the past year**

☐ Your business is growing and IT hasn't kept up

Your score

Items checked: _____ of 14

0–2 checked

You're managing

Keep an eye on these items as you grow.

3–5 checked

Time to plan

The cost of reactive IT is starting to show. Start looking at proactive options.

6+ checked

Overdue

You're likely paying more in downtime and risk than managed IT would cost.

Break-fix vs. managed IT at a glance

	Break-fix	Managed IT
How you pay	Hourly, when something breaks	Fixed monthly rate
Provider's incentive	More problems = more billable hours	Fewer problems = lower cost to deliver
Monitoring & patching	Usually none	Continuous
Security	Whatever you set up yourself	Built into the service
Planning & budgeting	Reactive	Roadmap and regular reviews

Curious what proactive IT would look like?

FUSION 1 delivers complete managed IT with unlimited expert support at a fixed monthly rate. Let's compare it to what you're doing today.

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