

22 Years : 0 Hours

Lessons from 22 years as a Mac MSP

Alex Narvey

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est. 1994



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Housekeeping



Pronunciation

Out & About image

Route 66 image

Chesterfield image



How to value your service

How to position your service

How to bill for your service

How to transition away from hourly

“I could never do that in my market”

Kaos agent in Winnipeg clip

Temperature comparison image

"The Simpsons" Winnipeg episode screen cap image

Colbourne and bear cub
image

Winnie the Pooh painting
image

A.A. and Christopher Robin
Milne image

Toronto

pop: 6,000,000

Winnipeg

pop: 780,000



Snowflake image



Truffle image

Repairman image

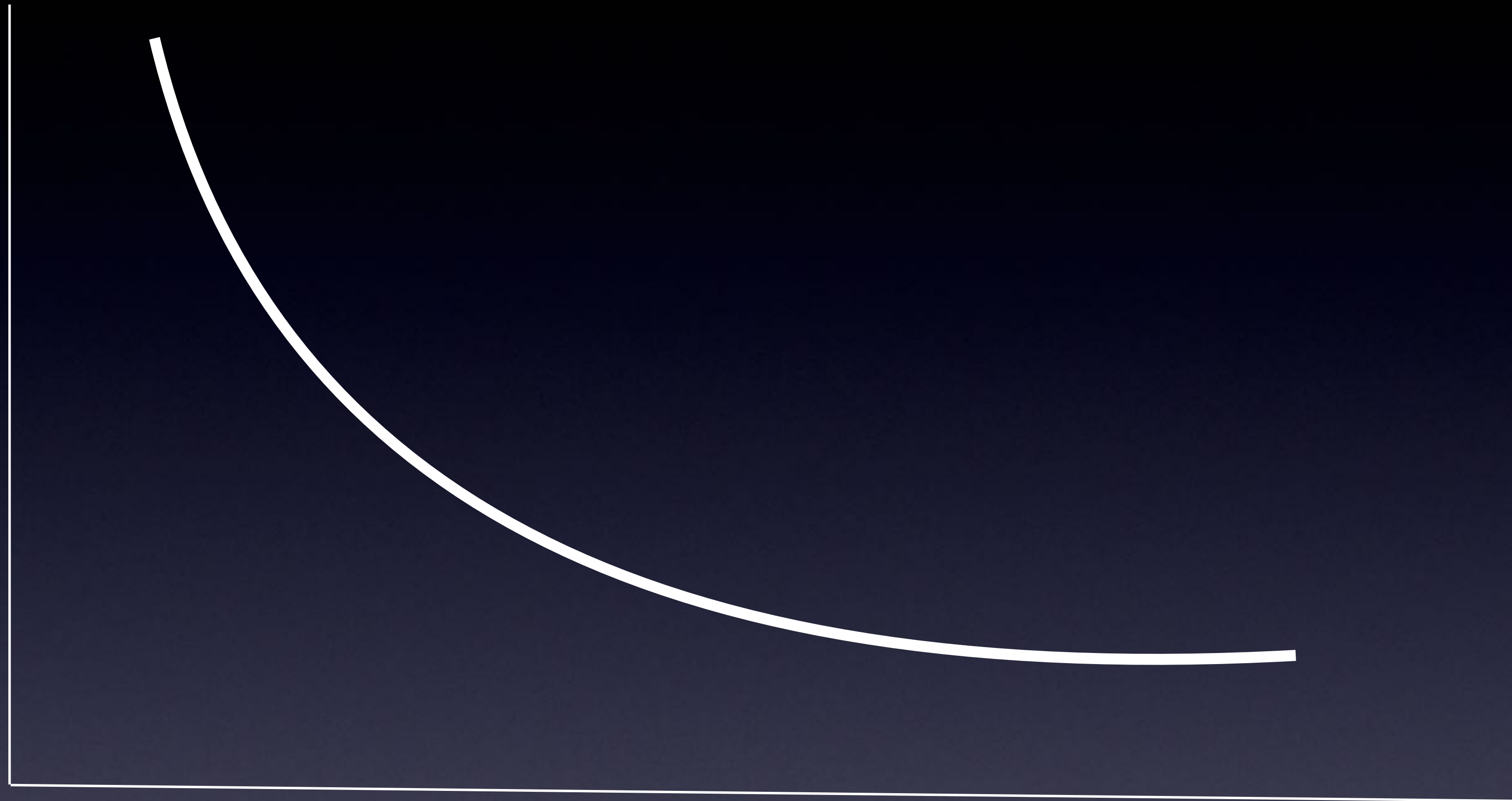
1992
Break/fix
\$65/hr.

Soup can image

Lipstick image

“I’ve got this” clip

PRICE



SUPPLY

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Helmet clip

Full price 4x; Discount 1x each for:

- **Schedule 2 weeks in advance**
- **Payment in advance**
- **Work by remote access**

b²

Sign release / Authorize card 2 hr.

If authorization fails - You WALK!

**Authorization becomes payment when
you leave**

Follow up visits are also charged

Adam Warlock image

1) monthly labour

2) monthly infrastructure

Vercotti Bros provide protection clip

1994

Precursor Support Plan

“Honest computer expertise without compromise”

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Support Catalogue

Honest computer expertise without compromise.

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Training

Long Range Planning Report

Infrastructure Report

Security Audit & Policies

Emergency On-site Support

Custom Ticketing System

Share from within Mac App Store

Extended Hours Support

Custom Support Site

Network Management

Domain Management

Kitchen Sink image

Priority Phone Number

Documentation

Managed Software Center

Password Management

Config Diagram

Licensing Compliance

Health Monitoring

Rule of Acquisition image

Cost of downtime

(# employees) x (# hours) x (billable rate)

Transitioning from hourly

“I could never do that in my market” ??

Q and A

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