

The True Cost of Slow Computers

ScalePad

Your clients are at risk of having their performance and efficiency compromised as a result of having assets that are degrading in their performance.



By now, you've likely heard your clients express that their assets "aren't THAT old", or "it's only been a few years" when referring to equipment that is almost eight years old. While this can add resistance to your service process and workflow, the truth is it shouldn't be difficult to let clients know when it's time to upgrade assets in their IT environment.

This struggle doesn't just affect your bottom line and level of service – it's inadvertently a time-suck and it means that you are spending scarce billable hours on communicating and convincing. That is definitely risky business for MSPs who could be adding revenue and minimizing risk for environments.

Who is at risk, and what are the risks?

Your clients are at risk of having their performance and efficiency compromised as a result of assets that are degrading in their performance. Based on a recent [Microsoft study](#), a PC beyond 4 years of age:

Annual Cost of Slow Computers per Employee

Runs slower and is **2.7x more likely** to require maintenance

Costs a user approximately **112 hours of productivity**

Total cost of owning a 4+ year old PC equals approx. **\$2,636 USD per user** per asset

Annual Opportunity Cost of Time Waste **\$3,784 USD per employee**

Total Annual Cost of Slow Computer

\$6,420 USD per employee

To put it in perspective, it's actually cheaper to replace two or more PCs than keeping an old PC for more than 4 years.

With proper reporting, asset rotation should be easy. Knowing the maturity of your assets and engaging in diagnostic discussions with your clients is not a difficult task, nor is it a time-intensive one.

Okay, sounds simple enough. How do I start?

Asset replacement isn't an action that concerns the procurement and disposal stages in asset lifecycle management. It is the process of using information obtained from tracking assets throughout their lifecycle to determine the most cost effective time to replace a client's assets.

This should all be sounding familiar – it’s not a secret that aged IT networks and operating environments are at risk, fail more frequently, and increase down time. They also are not cheap to replace and maintain. The primary function of asset lifecycle management is to maximize the value of an IT asset and replace it at just the right time.

The Impact of Not Using ScalePad	The Benefits of Using ScalePad
 Security vulnerability	 Improved security
 Threat to business continuity	 Safeguards business continuity
 Rolling a truck	 No rolling a truck
 Sourcing all the parts	 Decreased downtime
 Incurring the cost of delivery	 Service delivered in less than 4 hours
 Wasting time fixing obsolete machines	 No additional cost for you or your customer
 Clients experience more technical issues	 Drives topline revenue and margin
 Staff being burned out with maintenance of issues	 Increased trust and value in service provided
 Slow, time consuming, high effort	 Instant, zero overhead, low effort
 Zero automation	 Fully automated
 Limited service desk	 24 x 7 service desk
 Manual renewals	 Automated renewals

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