



# GETTING **MORE** **IT** FROM YOUR **BUDGET**

SAGE OnSight and the Value  
of Managed IT Services



SAGE WISDOM WHITE PAPER




**S A G E**  
www.sagerol.com

# Stretch Your IT Budget

3-6%  
of gross revenue

A good rule of thumb is that IT spending in law firms should be 3-6 percent of gross revenue, an industry standard figure. IT budgets in that range should provide a reasonable level of service and stability for the firm and its staff.

To make the budget go farther, consider going with a managed IT service provider that can provide additional resources and high quality service. Managed IT solutions typically exceed the level of service that in-house resources alone can provide on a regular basis. 

Managed IT solutions typically exceed the level of service that in-house resources alone can provide on a regular basis.

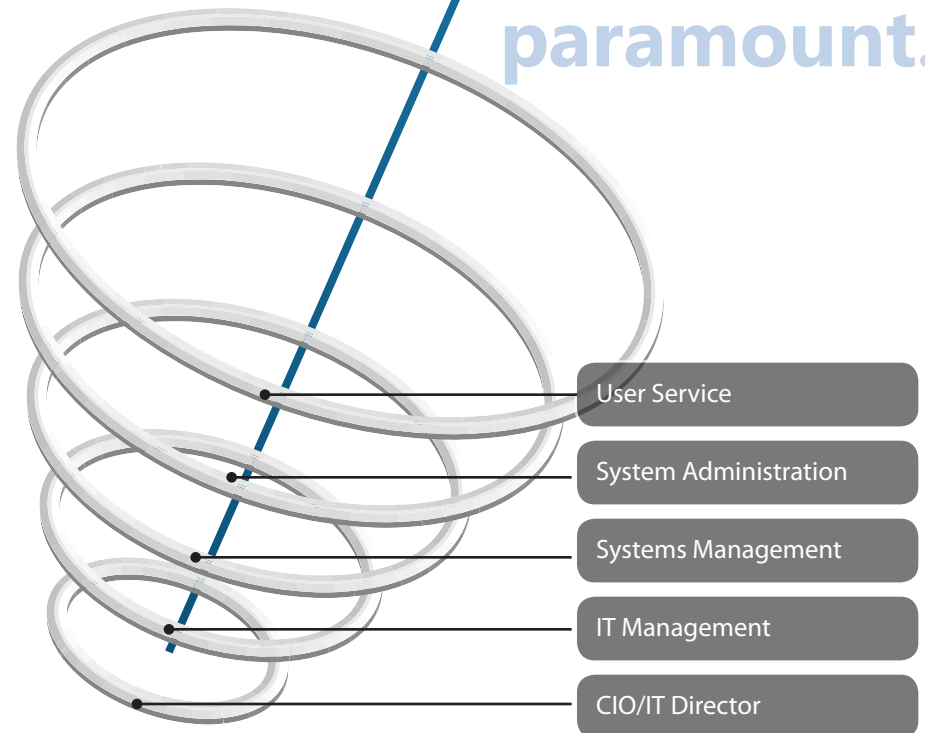
## Where IT Generates Value

All IT departments, large or small, need five elements, which we refer to as the Hierarchy of Need.

- User service: Q&A, help desk; user coaching; PC/laptop assistance
- Systems Administration: account management, patches, escalation, daily checks
- Systems Management: capacity planning, supervision, upgrades, escalation
- IT Management: direction, management, tech Refresh, Organization
- CIO/IT Director: vision, strategy

Much of the value IT brings to a law firm comes from user support and the responsive and reliable operation ▶

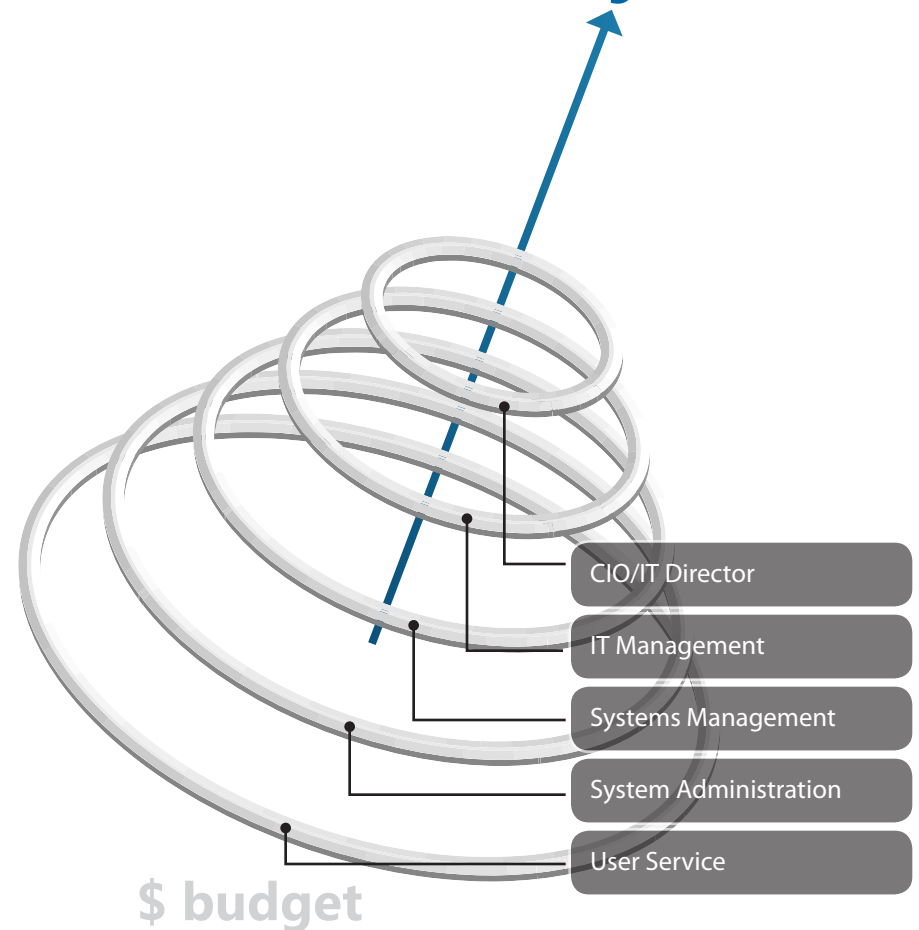
The greatest **value** of IT to the firm is when we invert hierarchy, making **service paramount.**



# The conventional wisdom bases the hierarchy on number of employees and their **salary**.

of IT assets such as workstations, servers, and critical applications. This is where IT budgets can be best spent.

SAGE helps Administrators, CIOs, IT Directors, and other executives use IT budgets more effectively with SAGE OnSight managed services. OnSight addresses nearly every layer of IT functionality and management, so the firm's primary needs of reliability, support, and performance are addressed.



## More Information

Look for new articles and posts about managed IT services and SAGE OnSight on the SAGE Wisdom Journal, SAGE's blog.

<http://www.sagesol.com>

More information about OnSight can be found on the SAGE web site at:

<http://www.sagesol.com/OnSight>



## Talk to a Real Human Being

For specific questions or to understand better how SAGE OnSight could fit into your firm, please contact Karin Magness, our Director of Sales and Marketing, at

Tel 202.478.7604 e-mail [kmagness@sagesol.com](mailto:kmagness@sagesol.com)

## Our Headquarters

SAGE is located in downtown Washington, DC to best serve our customers in the metropolitan region and beyond.

SAGE Solutions Group  
Suite 800  
1020 Nineteenth Street, NW  
Washington, DC 20036

Tel 202.478.7600  
Fax 202.659.0024