



Managing Human Capital COGS

Traditional Small Businesses spend **15% – 30%** of revenue on staff

MSPs at the high-end, often as much as **35% – 40%**

What's your MSP?

%

LLGM = Revenue – Cost to deliver service (people + hard costs)

Benchmark for highly performing MSP: **55%**



Your people:

%

Your tools:

%

Your opportunity for improvement:

%

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