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# Managed Services In A Month - Build A Successful It Service Business In 30 Days - 2nd Ed.



## Synopsis

Managed Services in a Month is a no-nonsense guide to building a successful managed service practice. Whether you are just starting out, or converting your existing break/fix technology consulting business to managed services, this book will show you the way. The newly revised and expanded 2nd edition has nine new chapters, covering the latest products and services available today-including cloud technologies. Karl Palachuk makes it very clear that managed services is the business model of the future. Managed Services in a Month is very practical and straight to the point. Karl shows you how to transform your business step by step. And yes-You can really do it in one month! THIS BOOK IS AVAILABLE IN SPANISH! - Servicios Gestionados En Un Mes - ISBN: 978-0976376057 Karl W. Palachuk is the author of ten books, including The Network Documentation Workbook, Service Agreements for SMB Consultants - A Quick-Start Guide to Managed Services, and The Network Migration Workbook. He is also the author of the most popular blog on Managed Services. Karl ran a consulting business for seventeen years and is now the Senior Systems Engineer at America's Tech Support. He provides technical support to small and medium size businesses in North America. In that role, Karl provides business consulting services and CEO-level training on technical topics.

## Book Information

Paperback: 208 pages

Publisher: Great Little Book Publishing Co., Inc.; Revised edition (January 2, 2013)

Language: English

ISBN-10: 0981997856

ISBN-13: 978-0981997858

Product Dimensions: 6 x 0.4 x 9 inches

Shipping Weight: 10.4 ounces (View shipping rates and policies)

Average Customer Review: 4.1 out of 5 stars 23 customer reviews

Best Sellers Rank: #131,858 in Books (See Top 100 in Books) #70 in Books > Business & Money > Small Business & Entrepreneurship > Consulting #139 in Books > Business & Money > Industries > Computers & Technology #141 in Books > Business & Money > Skills > Business Writing

## Customer Reviews

Karl W. Palachuk has been an IT Consultant since 1995 and is one of the pioneers of the managed services business model. He has written eleven books. He is a popular blogger and

produces a wide variety of educational events each year, ranging from online classes, in-personal seminars, and the only all-online conference in the small business consulting channel.

I enjoyed the book. It was an easy, 2 day read and I agree with most everything stated. Some of the things preached in this book I agree with very strongly. I expect Karl runs a very successful MSP. I think we've all worked for a bad MSP at some point and they all seem to do the opposite of what this book is teaching. Personally, since I do agree with almost everything stated, that also means little was talked about that I haven't already figured out myself or at least have thought about. If you're a struggling MSP or break-fix company, I'd highly recommend the read. If you're organized and are one of the ones who just "get it", you may not get much out of this book. There are no sample contracts, which is pretty important, but there is a sample pricing structure. You have to buy the dude's other book to get a an MSA...or just google it probably. So the title is a bit misleading. You don't get everything you need from this book, but you do get the outline, dos and don'ts, and references to the other stuff you need. If you're not sure what policies you need, how to fire clients, or how to figure out which clients are your most valuable, this book is a must for you. I find most MSPs just don't understand which clients are profitable...and more so, don't get why they should fire overly high maintenance clients if they bring in a lot money. A lot have investors, which make them revenue driven vs profit driven. This is a horrible mistake and a quick way to turn yourself into a churn n burn MSP. Once you're there, believe me, it is not easy to get out. Take this book's advice and do it the right way. If you're not doing it the right way, change. I give it 3 stars because I do feel like this book was a little light on content and a bit misleading with the title.

I purchased this book to get ideas for starting an MSP and this book highlights a lot of things that will help you be successful. One example that really stood out to me was on cash flow. It is recommended that you collect payment for recurring services on the first of the month by credit card or prepaid quarterly. Then you set your payroll on the 5th and 20th of the month. This will help ensure you have collected your revenue before you have to pay bills. Anyone that has started a business knows that poor cash flow will kill a business. This book has so many other good ideas and also warns you about potential pitfalls showing you how to avoid them. I recommend this book for anybody in this business.

I really enjoyed reading this book. I stumbled across it while browsing the web for ideas on how to start a break/fix computer repair business. After reading this book, I have decided to move away

from that idea and move towards creating a Managed Service Provider (MSP) business. This book is a great overview of how to start an MSP, but it really is geared more towards existing break/fix companies looking to transition to an MSP. If you decide to pick up this book, I would highly recommend you also pick up "Service Agreements for SMB Consultants" from the same author. It is an overview of how to create the Service Level Agreements that will be required as an MSP.

I transitioned into Managed Services from break/fix almost two years ago. I had read a few books on Managed Services including the first edition of this book which was very helpful. When I found Karl's second edition of Managed Services in a Month, I could not wait to read it. This book has plenty of new topics including cloud technologies. I really enjoyed reading this book. It's honest, to the point and inspiring. I could not put it down once I started reading it. I felt as though I was spending the day with Karl, picking his brain about Managed Services. Thanks for a great book Karl!

Quick, excellent read. Karl touches on many aspects of the MSP model as well as the IT business in general. He tells you how to get started and what tools are necessary to succeed.

I bought this book for my brother and he loved it he thought it was very informative and learned a lot of new ideas from it

awesome book. actionable steps. recommended read for anyone in or trying to be in the MSP field

An excellent book, especially for a just starting, 1 person MSP like me! I highly recommend it

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