

Managed IT Quote Comparison Guide

One of three. Use this one **on the numbers**. The Provider Evaluation Scorecard is for the call, and the SLA Review Checklist is for the paperwork.

Two quotes at \$125 and \$220 per user can both be fair, because they are usually not selling the same thing. This makes them comparable.

Use the companion spreadsheet on the templates page to record the numbers. This page explains what to ask.

Normalize the headline number

Ask every provider the same question: **what is the all-in monthly cost for our exact headcount, with everything you would recommend included?**

Not the base rate. The number you would actually pay.

The differences that move the price most

Is security bundled or extra? Endpoint protection, email filtering and backup billed as line items can add \$30 to \$60 per user on top of a low base.

Is help desk capped? Ask what happens at the cap. Uncapped with no per-ticket charge is common and worth confirming rather than assuming.

Is cloud backup included? Microsoft 365 and Google Workspace backup is frequently separate. It usually adds \$5 to \$15 per user.

Are after hours and on site visits included? Some plans are business hours only, then bill overtime rates outside them.

Is there a minimum user count? A floor of ten or twenty quietly makes a provider unavailable to a six person firm regardless of the per user price.

What is the onboarding fee? Anywhere from nothing to a couple of thousand. Zero onboarding usually reappears in the monthly rate.

What is out of scope, and at what rate?

For reference, the Metro Vancouver market in 2026

All figures in **Canadian dollars**, checked August 2026 against our own rate card and publicly posted pricing from Metro Vancouver providers.

Fully managed IT generally runs **\$110 to \$250 per user per month**. Hourly work runs **\$120 to \$200**. One time onboarding varies widely: **\$0 to \$5,000** for a straightforward office, and more where there is a server, a migration, or no existing documentation to work from.

Treat a single quote outside those bands as a question to ask rather than a red flag.

The question that reveals most

Ask what is **not** included. A provider who names their boundary has thought about it. A provider who says everything is covered has not, and you will find the exception later with an invoice attached.

Version 1.0, August 2026. Figures in Canadian dollars unless stated. Checked at time of writing; verify anything time-sensitive before relying on it.

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