

# Harbourline IT vs. the break-fix model

When a prospect says "we only call IT when something breaks," use this card.

### The 20-second pitch

Break-fix feels cheaper until the day it isn't. Harbourline watches your network around the clock, patches before problems start, and gives you one flat monthly cost, so council never gets a surprise invoice and staff never lose a morning to a frozen system.

### Who to call

- **Towns of 5,000-50,000** with 1-3 people in IT
- **CAOs and finance directors** worried about budget swings
- **IT managers** stuck doing help desk instead of projects
- Trigger: a recent outage, audit finding or staff departure

### Side by side

|               | Break-fix provider         | Harbourline IT                              |
|---------------|----------------------------|---------------------------------------------|
| When they act | After something fails      | Before it fails: 24/7 monitoring            |
| Cost          | Unpredictable hourly bills | One flat monthly fee                        |
| Security      | Patches when someone asks  | Scheduled patching and reporting            |
| Reporting     | An invoice                 | A monthly plain-language report for council |
| Knowledge     | Leaves with the technician | Documented, and it stays with you           |

### Objection handling

#### "We can't afford a monthly fee."

Ask what the last outage cost in staff hours and overtime. A flat fee turns that risk into a line item council can plan for.

#### "Our IT person handles it."

Good. We make them stronger: we take the 2 a.m. alerts and patching so they can finish the projects on their list.

#### "We've never had a major problem."

That's the best time to start. Monitoring finds the small warnings that usually come before a big failure.

### Discovery questions

- When did a system last go down, and how long until it was fixed?
- How many IT invoices did you approve last year? Were any a surprise?
- Who else knows how your network is set up if your IT person is away?
- When did an auditor or insurer last ask about your patching?
- What IT project keeps getting pushed to next year?

Listen for: **surprise costs, single points of failure, audit pressure.**

**Close with:** "Can we run a free 30-day health check on your network and show you what we find?"

Leave behind: the one-page Municipal Managed IT datasheet and the sample council report.