

SOLUTION SCENARIO / AS OF 2026-10-02

Co-managed IT that protects time for planned work

Keep the internal knowledge. Add clearly owned capacity.

ILLUSTRATIVE / PROPOSED SELECTIONS / MODELED FINANCIAL RESULTS

Every selection, count and cost in this brief is illustrative. No actual customer result is represented.

Scenario and intended outcome

ENVIRONMENT

Illustrative 60-user organization with an internal IT lead and an established ticket system.

OBJECTIVE

Add selected maintenance and engineering capacity without creating competing queues or unclear approval authority.

SCOPE

Defined co-managed work with retained first-line support; focused visibility/logging improvements use the existing approved tools.

MODEL BOUNDARY

60-user co-managed service and visibility component. \$5,700/month is the proposed L8DT 60x\$95 base; the extra infrastructure allowance is synthetic.

A repeatable selection method

START WITH THE REQUIREMENT

Map the business workflow, data classification, integrations, scale, recovery objectives, operator skills and support hours. Treat eligibility, security and mandatory features as pass/fail gates before scoring price.

COMPARE SUITABLE CANDIDATES

For candidates that pass the gates, score functional fit 30%, operational maintainability 25%, integration and data portability 20%, three-year total cost 15%, and supplier/support resilience 10%. These are proposed weights, not completed vendor test results.

PROVE THE CHOICE

Run a representative pilot, negative tests and recovery exercise. Price hosting, retention, patching, engineering, support, training and exit. A lower license bill wins only when the complete solution meets the requirement.

Proposed selections and alternatives

Illustrative options for evaluation; selection does not represent a completed vendor test or an actual quote.

FIRST, PASS THE GATES

Map the business workflow, data classification, integrations, scale, recovery objectives, operator skills and support hours. Treat eligibility, security and mandatory features as pass/fail gates before scoring price.

PROPOSED SCORING WEIGHTS AFTER THE PASS/FAIL GATES

For candidates that pass the gates, score functional fit 30%, operational maintainability 25%, integration and data portability 20%, three-year total cost 15%, and supplier/support resilience 10%. These are proposed weights, not completed vendor test results.

PROPOSED DIRECTION	ALTERNATIVE TO TEST
Proposed: retain the existing ticket and endpoint tools Inventory entitlements and use tools the operators already support before adding another recurring subscription.	Replace them only after pilot evidence identifies missing capabilities or a lower complete cost. Open-source tools do not replace every remote-support or endpoint requirement.
PROPOSED DIRECTION	ALTERNATIVE TO TEST
Proposed: scoped Windows WEC and open-source monitoring Reuse built-in event collection where suitable; evaluate a Zabbix pilot for agreed service visibility.	Compare current commercial monitoring and endpoint offerings against support, integration and actual operator effort. Retained Windows licensing remains in both paths.
PROPOSED DIRECTION	ALTERNATIVE TO TEST
Proposed: one responsibility and escalation schedule Document the internal/L8DT split for tickets, patch decisions, access, changes and emergency authority.	An all-inclusive MSP model is a different scope. Compare only quotes with the same retained internal work, coverage and supported assets.

PROOF BEFORE CHOICE

Run a representative pilot, negative tests and recovery exercise. Price hosting, retention, patching, engineering, support, training and exit. A lower license bill wins only when the complete solution meets the requirement.

Architecture flow and delivery path

The sequence below follows the supplied scenario flow and implementation stages.

Architecture flow

01

Internal team -> scoped work queue

The customer retains first-line support and approvals; agreed recurring and engineering work is assigned to L8DT.

02

Tools -> shared operating context

Asset state, selected events, changes and unresolved tickets are visible through approved access.

03

Review -> funded improvements

Monthly review converts recurring ticket themes and gaps into prioritized customer decisions.

Implementation stages

01 Define retained work	Baseline tickets and maintenance, confirm tools and split responsibilities.
02 Pilot the workflow	Exercise a ticket, a patch decision, a removal request and an escalation.
03 Onboard in batches	Confirm support access and asset coverage; maintain the original queue and revoke pilot access on rollback.
04 Review and hand off	Document procedures, train backup operators and revisit recurring effort against the agreed scope.

Acceptance and operating handoff

Acceptance evidence is scoped to the illustrative component described in this brief.

Acceptance checks

01

Acceptance check 1

Tickets reach one named owner without silent duplication.

02

Acceptance check 2

Patch/change approval and rollback follow the agreed authority.

03

Acceptance check 3

Removal revokes the provider/customer access paths in scope.

04

Acceptance check 4

The internal lead can explain outstanding work and the next decision.

Common handoff

01

Handoff 1

Customer owns approvals and business priorities; L8DT owns only the operating tasks and access authority in the signed schedule.

02

Handoff 2

Deliver versioned configuration, asset/data-flow registers, escalation and recovery runbooks, license obligations, known gaps and an acceptance record.

03

Handoff 3

Rehearse the operator workflow and restore before acceptance. Record owners, backup owners, training attendance, support hours and supplier escalation.

04

Handoff 4

Review coverage and evidence monthly; revisit capacity and access quarterly. Define export, credential removal and retention at termination.

36-month economics

Synthetic scenario inputs and calculated model outputs. These values are not a quote or realized savings.

Monthly assumptions and setup

Input	Illustrative commercial comparator	Illustrative L8DT model
One-time setup	\$5,000	\$7,000
License / month	\$600	\$0
Infrastructure / month	\$100	\$250
Service / month	\$6,000	\$5,700
Monthly cash total	\$6,700	\$5,950
Customer effort / month	30 hours	32 hours
Customer hourly value	\$65	\$65
Customer effort value / month	\$1,950	\$2,080

Calculated totals across 36 months

36-month total	Commercial comparator	L8DT model
Cash TCO (setup + monthly cash)	\$246,200	\$221,200
Customer-effort value	\$70,200	\$74,880
Economic TCO (cash + customer effort)	\$316,400	\$296,080

Modeled comparison outputs

NET CASH AVOIDANCE +\$25,000	COST AVOIDANCE 10.15%	CASH ROI 11.30%
ECONOMIC BENEFIT +\$20,320	PRETAX PROFIT DELTA: YEAR 1 / STEADY Y1 +\$7,000 steady +\$9,000	PAYBACK 3 months
L8DT EXTRA CUSTOMER TIME / MONTH 2 hours	SENSITIVITY ADD-ON / MONTH \$1,710	SENSITIVITY NET CASH AVOIDANCE -\$36,560

Model definitions, boundaries and references

Use the links and source notes for review. Public destination routes are targets; deployment was not verified for this package.

Definitions: cost avoidance = net cash avoidance / commercial 36-month cash TCO; cash ROI = net cash avoidance / proposed L8DT 36-month cash TCO. Economic benefit = commercial economic TCO minus L8DT economic TCO; economic TCO adds customer effort valued at the stated hourly input. Valued time is not payroll saving. Sensitivity applies the stated additional monthly L8DT operating cost for all 36 months.

REALIZED OUTCOMES

Realized ROI: NOT PROVIDED | Realized profit: NOT PROVIDED. These are not provided as customer results.

INTERPRETATION LIMIT

Illustrative scenario only. Proposed selections, input costs and modeled values are not actual customer results, completed vendor test results, or supplier quotes.

HYPOTHETICAL PROFIT-DELTA ASSUMPTION

Year-one pretax profit delta uses the modeled recurring cash difference less any incremental setup; steady-year delta uses 12 times the recurring cash difference. The model assumes costs are recognized as operating expenses with equal revenue and other costs. Capitalization, depreciation and tax treatment can differ.

Out of scope for this model

Retained internal staffing, endpoint/application licenses, hardware, projects, on-site work, 24/7 human support and taxes are excluded equally. Quoted extras are added before a real comparison.

WHAT TO PROVE AND PRICE

Run a representative pilot, negative tests and recovery exercise. Price hosting, retention, patching, engineering, support, training and exit. A lower license bill wins only when the complete solution meets the requirement.

Official project and product references

Microsoft Windows Event Forwarding learn.microsoft.com
Zabbix monitoring capabilities www.zabbix.com

Source data as of 2026-10-02.

Related L8DT destinations

Experience story /experience/co-managed-operations/	Solution detail /solutions/co-managed-operations/
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Website: <https://www.layer8defensetechnologies.com/>