Thanks for joining me for webinar #1 in the 3-part webinar series "The All-Encompassing MSP"".

To view the recording of the session, visit [It's totally possible to become the All Encompassing MSP](#)

My Definition of a Managed Service Provider (MSP)

1. Provides 24x7x365 Monitoring and Maintenance using an RMM tool.
2. Provides flat-fee, all-you-can-eat technical support.
3. Provides vendor management -- one throat to choke.

For more, visit [What is a Managed Service Provider? My definition of an MSP](#).

Further Reading

- Article: [3 Good Reasons to attend your local User Group Meeting](#)
- Article: [Why Your MSP should Build Strategic Alliances](#)
- Article: [How to Grow Your MSP Business Through Strategic Alliances](#)
- Article: [The Power of MSP Peer Groups](#)
- Article: [Why you should make time to attend MSP conferences](#)
- Guide: [How to structure your MSP alliances with other technology companies](#)
- Article: [Three Strategic Alliances your MSP should build NOW](#)
- Article: [Why you need to document your MSP business NOW](#)
- Article: [4 tips for creating a paperless office in your MSP business](#)
- Article: [Professional Services Automation. Does my MSP need a PSA?](#)
- Article: [Why Your MSP Pricing Should Reflect Value, Not Time](#)

- Article: I've bought Professional Services Automation software. What next?
- Article: Does your MSP keep losing business on price?

Tools

- MyDocSafe – Secure Onboarding for your Clients and Employees
- Manifest.ly – A Checklist App for Teams
- A list of resources I recommend

Podcasts

- How to Grow an MSP With Partner to Partner Collaboration
- The importance of IT documentation
- How to Implement a PSA Tool in Your MSP

Books

- The IT Business Owner's Survival Guide: How to save time, avoid stress and build a successful IT business by Richard Tubb
- The E-Myth Revisited: Why Most Small Businesses Don't Work and What to Do About It by Michael Gerber
- The Go-Giver: A Little Story About a Powerful Business Idea by Bob Burg and John David-Mann
- Package, Price, Profit: The Essential Guide to Packaging and Pricing Your MSP Plans by Nigel Moore
- The Checklist Manifesto: How to Get Things Right by Atul Gawande

Communities

- [A List of User Groups for UK Managed Service Providers](#)
- [CompTIA Communities and Councils](#)
- [The Tech Tribe – An Awesome Community for MSPs](#)

Action Points

- Subscribe to [TubbTalk - The Podcast for IT Consultants](#)
- Every week, I send out a short email to thousands of IT business owners, Managed Service Providers (MSPs) and IT professionals. [Sign up here!](#)