



MY OWN STAFF
OUR TALENT. YOUR TEAM

In partnership with Xplifi

Free kit for MSP owners

The MSP remote staffing kit

Three tools to plan, cost out and run your first remote hire, so you can add capacity without adding overhead.

1

Readiness scorecard

A 4-minute self-assessment that shows which role to add first.

2

Cost worksheet

Local hire vs. remote hire, using your own numbers.

3

Hiring playbook

Four steps from discovery call to a team member who fits.

Use them in order: assess, cost it out, then plan the hire.

Asset developed by Xplifi in partnership with My Own Staff.
Figures as reported by My Own Staff. Cost examples are illustrative only.

Tool 1 of 3 · Readiness scorecard

Is your MSP ready for remote staff?

A 4-minute self-assessment to find where to start: IT support, lead generation, or not yet.

How to use it. Read each statement and circle a score: **0** if it isn't true for you, **1** if it's partly true, **2** if it's very true. Add up each section, then turn the page for what your score means.

Not true Partly Very true

A Service desk capacity

Section A score _____ / 4

Tickets wait longer than I'd like because the team is stretched.

0

1

2

Senior technicians spend real time on routine tickets and upkeep.

0

1

2

B Pipeline consistency

Section B score _____ / 4

New-business outreach only happens when someone has spare time.

0

1

2

Our pipeline depends mostly on referrals, with gaps in between.

0

1

2

C Readiness to add someone

Section C score _____ / 4

I expect to add clients in the next 12 months without wanting matching overhead.

0

1

2

I can write down priorities and processes so a new hire knows what good looks like.

0

1

2

Tally your score

A · Service desk _____ / 4	B · Pipeline _____ / 4	C · Readiness _____ / 4	Total All sections _____ / 12
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Where to start

If A is higher than B IT support technicians Dedicated technicians who handle tickets, software updates, troubleshooting and system upkeep, so senior techs stay on client-facing work.	If B is higher than A Lead generation specialists A dedicated specialist who works your outreach consistently, so new business doesn't depend on whoever has spare time this week.
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If A and B are equal, start with the role whose problem costs you more each month.

What your total means

0–4	Lay the groundwork Document your three most repeated tasks first, then retake this scorecard. A new hire ramps faster when priorities are written down.
5–8	Start small Add one role in the area with your higher section score. Prove the model, then add more.
9–12	Ready to build You can support a small team. Start with the role that scored highest, and plan the next one.

Note on Section C. If C scores 0 or 1, spend a week writing down priorities and processes before you hire. It's the single biggest lever on how fast a new team member contributes.

Next: put numbers on it with Tool 2, the Local vs. Remote Hire Cost Worksheet.

[Book a consultation](#)

Tool 2 of 3 · Cost worksheet

Local hire vs. remote hire: cost worksheet

Put your own numbers against the 50–70% typical savings My Own Staff reports.

Step 1 The fully loaded annual cost of a local hire

Role you're costing: _____

Base salary	\$ _____
Payroll taxes and benefits	\$ _____
Recruiting or agency fees (per year)	\$ _____
Equipment, software and licenses	\$ _____
Training and onboarding time	\$ _____
Management time	\$ _____
A Total annual cost of the local hire	\$ _____

Step 2 Apply the typical savings range

	If savings are 50%	If savings are 70%
Estimated annual savings	$A \times 0.50$ \$ _____	$A \times 0.70$ \$ _____
Estimated annual cost remaining	$A \times 0.50$ \$ _____	$A \times 0.30$ \$ _____

Rule of thumb. For every \$100 of local hiring cost, a 50–70% saving means **\$50 to \$70 saved** and **\$30 to \$50 remaining**.

Step 3 Scale it across your hiring plan

Roles you plan to add _____

Annual savings per role, low end (from Step 2) \$ _____

Annual savings per role, high end (from Step 2) \$ _____

Total annual savings range across all roles \$ _____ to \$ _____

Step 4 Where should the savings go?

- ☐ Take on more clients without adding matching overhead
- ☐ Fund consistent lead generation
- ☐ Protect or grow margin
- ☐ Invest in tools, security or training
- ☐ Other: _____

Client example

Three sales hires for the cost of one

Anchortree Capital, a financial services firm, onboarded **three dedicated sales development reps** from My Own Staff for the cost of one sales resource in the United States, and reported a **63% increase in its lead pipeline**. Anchortree is not an MSP; the role, dedicated lead generation, is the same one MSPs hire for.

Savings vary by role and business. Use this worksheet to frame the conversation, then confirm specifics in a consultation.

Ready to talk through your numbers? Book a free consultation with My Own Staff.

[Book a consultation](#)

Tool 3 of 3 · Hiring playbook

The 4-step remote hiring playbook

From discovery call to a team member who fits, with what to prepare at every step.

1

Schedule a discovery call

My Own Staff learns about your business, the role to fill, the skills and experience level you need, and your team setup, so the right hire is clear before any recruiting begins.

Prepare

- ☐ Name the role and the three to five tasks it will own
- ☐ List required skills and the experience level you need
- ☐ Note the tools and systems the person will use
- ☐ Decide who they will report to
- ☐ Know your target start timeframe

2

Candidate search and screening

My Own Staff sources, vets and shortlists qualified candidates against your requirements, so you're not sorting through hundreds of unqualified applications.

Prepare

- ☐ Rank your must-haves against your nice-to-haves
- ☐ Block time to review the shortlist promptly
- ☐ Prepare three or four role-specific interview questions
- ☐ Agree who gives final sign-off

3

You choose your staff member

You make the final decision. Your chosen team member works directly for you and becomes part of your business, and My Own Staff assists with onboarding and contracts.

Prepare

- ☐ Set up system access and accounts before day one
- ☐ Write a first-week plan with clear priorities
- ☐ Introduce them to your team as one of your own
- ☐ Share the runbooks and processes they'll follow

4

Hire with peace of mind

My Own Staff stays involved beyond the hire. If things aren't working as expected early on, they work with you to make it right.

Prepare

- ☐ Schedule weekly check-ins for the first month
- ☐ Define what success looks like at 30 days
- ☐ Give feedback early and be specific
- ☐ Use ongoing support the moment something feels off

Why this order works

Steps 1 and 3 are where you put in the effort: defining the role and onboarding well. Steps 2 and 4 are where My Own Staff does the heavy lifting: screening before you see a resume, and support after the hire.

Questions to ask any staffing partner

Use these to compare options. The right column is what My Own Staff reports on each point.

Ask	What My Own Staff reports
Will this person work only for me, or share time?	Dedicated, full-time staff who work exclusively for your business.
Who handles onboarding and contracts?	My Own Staff assists with onboarding, contracts, and making sure everything runs smoothly.
What happens if the fit isn't right early on?	They work closely with you to make it right.
What support is there for me and my hire?	Round-the-clock support for both you and your new team member.
Can I start small and scale?	Yes. Start with one specialist or a small team and scale up as you grow.

Client example

Anchortree Capital: a 63% larger lead pipeline

The challenge. Too few leads, a dried-up sales funnel, and layoffs on the sales team, and a need to fill the pipeline without expensive cold calling or competing with industry giants on advertising.

The result. A 63% increase in the lead pipeline, previously laid-off positions rehired, and room to expand the team further.

The solution. Three dedicated sales development reps from My Own Staff, onboarded for the cost of one sales resource in the United States, starting small and scaling up.

Anchortree is a financial services firm, not an MSP. It is one reported client outcome and does not guarantee results for your business.

Ready to start with step 1? Book a free discovery call with My Own Staff.

[Book a call](#)



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Ready to talk it through?

My Own Staff helps MSPs add dedicated remote staff for IT support and lead generation. You choose the person; they handle the rest of the hiring.

- ✓ Pre-screened professionals
- ✓ Dedicated full-time staff who work exclusively for you
- ✓ Managed hiring and onboarding
- ✓ Ongoing support for you and your staff

Book a free consultation

myownstaff.com/get-started

Xplifi connects MSPs with vetted solution providers. Xplifi does not provide staffing services directly; My Own Staff is an independent partner. Company figures are as reported by My Own Staff, and cost examples are illustrative only.