

FOR CANADIAN OIL & GAS OWNERS AND EXECUTIVES

What seven myths about outsourcing IT do operators believe — and what is actually true?

The seven objections we hear most often from Calgary mid-market operators and service-company owners considering managed IT. Some have real merit. All deserve an honest answer.

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If you're evaluating managed IT for a Canadian oil & gas company between 10 and 200 people, you've already had at least three of these objections come up — either in your own head or from someone on your team. That's normal. Some of them are reasonable. A few have a real kernel of truth.

What follows isn't a sales rebuttal sheet. It's how we think about these objections after nineteen years of running IT for Calgary operators, service companies, and the M&A transactions between them. **Where we agree with the concern, we say so. Where it doesn't hold up, we explain why.** If half these myths still apply to your situation when you're done, talk to someone other than us. If they don't, we'd like to be on your shortlist.

01

THE OBJECTION

"It's cheaper to just hire someone internally."

WHERE THIS COMES FROM

The math feels intuitive. A managed IT contract at \$8,000 CAD per month is \$96,000 a year. Hiring an IT person at \$80,000 base salary looks cheaper on paper, and you get someone in your office every day. For an owner-operator watching every line item, this comparison is the first one that runs.

WHAT'S ACTUALLY TRUE

The fully loaded cost of an \$80K IT hire in Calgary runs \$110–130K once you add benefits, payroll taxes, equipment, training, tooling, and recruiting. That puts the gap at \$14–34K in the wrong direction.

The deeper question is what you get for the money. One person can run a help desk and patch servers. A managed IT firm runs a 24/7 NOC/SOC, M&A integration capability, vendor management at scale, and a CIO-level strategic relationship. The one-person hire compounds operational risk; the managed relationship compounds operational discipline.

02

THE OBJECTION

"Outsourcing means we lose control."

WHERE THIS COMES FROM

The fear is real and understandable. If your IT is owned by a third party, what happens when you need to make a fast decision? What happens if they're slow, or unresponsive, or prioritize other clients? Control feels like proximity — the IT person is down the hall when something breaks.

WHAT'S ACTUALLY TRUE

The control question depends on how the engagement is structured. We offer three: **Bundled** (we own IT fully), **Co-Managed** (your IT person stays, we fill the gaps), **Fractional** (à-la-carte). Co-Managed is the most popular for a reason — it preserves the in-house relationship while adding the capacity, NOC/SOC, and strategic depth a single hire can't deliver.

The deeper truth: "control" in IT is usually a proxy for "predictability." We deliver predictability through documented SLAs, named analysts, weekly cadence, and quarterly TBRs. That's more control, not less.

19

YEARS IN

30+

M&A DEALS

\$12B+

DEAL VALUE

11

YRS ZERO BREACHES

03

THE OBJECTION

"MSPs are all the same — interchangeable."

WHERE THIS COMES FROM

If you've spoken with three Calgary MSPs, you've heard nearly identical pitches. 24/7 monitoring. Best-in-class cyber. Strategic partnership. The marketing language has converged so completely that it sounds interchangeable — and from the outside, sometimes is.

WHAT'S ACTUALLY TRUE

The diligence questions reveal which MSPs are interchangeable and which aren't. **Most regional Calgary MSPs that advertise 24/7 SOC are reselling a third-party SOC** with a 15-minute call-tree latency baked in. When the attack lands at 2:47am Saturday, the difference between owned-NOC infrastructure and resold alert-forwarding is measured in damage, not minutes.

Vencer's NOC/SOC is owned: ESIEM (Canada) and Echo Protocol (Singapore) — sister entities running 24/7 follow-the-sun coverage. Same tooling Fortune 500 SOC's run. Verifiable.

04

THE OBJECTION

"We're too small for managed IT."

WHERE THIS COMES FROM

The image is enterprise. Big buildings, big contracts, big retainers. A 25-person operator looks at the marketing for managed IT services and reasonably assumes none of it is sized for them. The pricing pages reinforce this — most start at numbers a smaller operator can't justify.

WHAT'S ACTUALLY TRUE

Vencer's **Fractional model starts at \$297/month** + à-la-carte. Built specifically for the 10-40 person Boutique Specialist or Founder Operator who needs cyber baseline, identity, and patch discipline but doesn't yet need a full Bundled engagement.

The deeper question: at what scale does the math flip? Our data says around 15 people — below that, a careful Fractional package fits; above that, a Co-Managed engagement starts paying off through reduced operational friction and CFO-grade strategic capacity.

05

THE OBJECTION

"We tried managed IT before and it didn't work."

WHERE THIS COMES FROM

Half of Calgary operators we meet have at least one bad MSP experience behind them. Slow response. Hidden fees. The MSP that disappeared during the most important week. Help-desk-as-a-service masquerading as strategic partnership. The pattern is real and the trust damage is real.

WHAT'S ACTUALLY TRUE

The "didn't work" pattern is almost always one of three things: **wrong shape** (Bundled when Fractional was right, or vice versa), **wrong fit** (general MSP serving a sector that needs operator-specific knowledge), or **wrong promise** (cyber dressed up as managed services without owned NOC infrastructure behind it).

The way to test whether a new MSP relationship would work: ask for the diligence questions, not the sales deck. If they can't answer them in plain English, you'll have the same problem twice.

06

THE OBJECTION

"Cyber insurance is enough — we don't need managed cyber."

WHERE THIS COMES FROM

This was true five years ago. Cyber insurance was a relatively low-cost transfer of risk; if something happened, the policy paid out. The questionnaire was a formality. The premium was manageable. Most operators put cyber in the "we have insurance" bucket and moved on.

WHAT'S ACTUALLY TRUE

The 2026 renewal market is fundamentally different. Carrier appetite has tightened (fewer carriers will quote energy at all), control evidence standards moved from "attested" to "demonstrated" (screenshots replaced with logs), and retentions shifted upward (what was \$50K self-insured in 2024 is now \$250K-\$500K).

You don't need insurance instead of managed cyber. You need managed cyber so insurance keeps covering you. The math has changed in favor of prevention.

07

THE OBJECTION

"We'll outsource IT when we get bigger."

WHERE THIS COMES FROM

The plan makes intuitive sense. Stay lean now, add structure later. Bring in managed IT when the operation is bigger, when revenue justifies the cost, when there's headcount to absorb the change. The operator who's running flat-out today wants to put it off until there's bandwidth to deal with it.

WHAT'S ACTUALLY TRUE

The right time to bring in managed IT is the slow quarter, not the busy one. The capability is built in the months when there's bandwidth to think — then harvested when the cycle gives you a deal, an audit, an incident, or an opportunity. Operators who waited until they "got bigger" consistently faced a forced decision under pressure, with worse leverage.

The cycle-aware version: **capability gets built in the upcycle and tested in the downcycle.** The operators who **built early** became the consolidators when activity returned.

Half these myths still resonate? Talk to someone else first.

If most of these objections still feel right for your situation, talk to another Calgary MSP before us — we may genuinely not be the fit. If they don't hold up against the honest answer, we'd like to be on your shortlist. James D. Boyd offers a 30-minute review of any IT situation — no pitch deck, no proposal.

[Book the 30-min review →](#)

WHAT THIS IS. WHAT THIS ISN'T.

Calibrated self-assessment based on 19 years of operator data. Not a full audit. The audit version is a 30-min CIO review with a defensible report you can take to your board, your CFO, and your broker. Free, genuinely.

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