
FROM THE MEHRUTHERM BLOG · MANAGED IT

We Want to Be the Last Tech Team You Have to Find

Every small business collects a pile of tech vendors, and every problem starts with figuring out whose problem it is. We think you should get to stop doing that.

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Think about how many companies currently touch your technology. There's whoever built the website, and whoever hosts it, which may or may not be the same company. There's the IT outfit, or the person who used to be your IT outfit, or a relative who's good with computers. The point-of-sale vendor. The phone company. The company behind the scheduling app, and the other one behind the accounting software the scheduling app is supposed to talk to.

Now think about what happens when something breaks. The fixing isn't the first job. The first job is figuring out whose problem it is, and that job is yours. Somewhere along the way, without ever agreeing to it, you became the unpaid general contractor of your own technology.

We started Mehrutherm with a specific ambition: to be the last tech team our clients ever have to go looking for. Not because we've cornered some secret knowledge, but because of how we're shaped. This post is the honest version of that pitch.

KEY TAKEAWAYS

- Most technology problems don't live inside any one vendor's product. They live **in the seams between vendors**, where nobody is responsible.
- The fix isn't a better vendor for each slice. It's **one team that owns the outcome**, wherever the problem turns out to be.
- Big providers can't work this way, and it's not because they're lazy. **Their economics require scope walls**. A small operation's economics don't.
- One team for everything sounds like lock-in, so we run it the opposite way: **everything documented, everything in your name, easy to leave**. That's the deal.

The Problem Lives in the Seams

Here's a story that plays out constantly, in some variation, in every small business. Your invoices stop reaching customers. You call the website company: the site is up, not our department. You call the email provider: the account is active, everything looks fine on our end. You call IT: the computers are healthy, must be the website. Three vendors, three clean bills of health, and your invoices are still going nowhere, because the actual fault is a settings mismatch in the gap between two of them, and the gap belongs to no one.

Every vendor was telling the truth. Each one checked their slice, found their slice working, and closed the ticket. The problem, meanwhile, doesn't care how the slices were drawn. Most real problems don't. They sprawl across the website, the domain, the email, the network, and the one machine in the back office, precisely because those things were all set up at different times by different people who never met.

We've written before about [what managed IT actually means](#), and this is the heart of it: the value isn't in any single skill. It's in there finally being one place where the whole picture lives.

Why Big Providers Can't Fix This

It would be satisfying to say big IT companies and agencies just don't care. It wouldn't be true. The real answer is math.

A provider with thousands of accounts stays profitable through precision: precise service tiers, precise scope definitions, precise ticket categories. That precision is the business model. It's why your call starts with the least experienced technician reading from a script, why "that's outside your agreement" is a sentence you hear so often, and why a problem that spans two categories gets bounced between queues instead of solved. The bigger the provider, the more exactly they must define what they will not do, because at their scale, undefined work is how money leaks out.

None of that is a moral failing. But it means the very structure that lets a big provider serve ten thousand customers is the structure that guarantees your seam problems stay yours.

What Small Makes Possible

Flip the math around. We're a small operation, deliberately, and smallness buys things scale can't.

When you ask about your website, you're talking to the people who built it, not a support layer reading its file. There's no scope wall between the website, the network, the phones, and the automation, because it's

the same brains working on all of it, usually with the whole picture already loaded. And when a problem doesn't fit tidily into anything we sold you, there's no category system forcing us to bounce it, so we just take it, and it stays ours until it's solved, even when the fix turns out to be buried in some other company's product.

There's one more ingredient, and it only works where we live. Our clients aren't account numbers; they're neighbors, in the literal Eastern Washington sense. When your work is judged at the grocery store and not in a quarterly dashboard, "not my department" is simply not a sentence you can afford, and we wouldn't want to say it anyway.

The Lengths This Actually Means

In practice, owning the outcome looks unglamorous. It means sitting on hold with a vendor so you don't have to, and knowing enough about their product to argue with them when they're wrong. It means driving out to squint at a router instead of declaring hardware out of scope. It means learning the crusty old system nobody supports anymore, because your business runs on it and "you should replace that" is not a fix. It means chasing the weird bug past the point where a ticket queue would have closed it as unreproducible.

None of that is efficient in the way a big provider measures efficiency. It's merely effective.

What We're Not Claiming

We're not claiming to know everything. Nobody does, and the people who imply otherwise are the ones to worry about. When a problem genuinely needs a specialist, our job changes shape: we find one, vet them, and manage them, so what lands on your desk is still one accountable team rather than a fresh vendor search. The promise isn't that we always have the answer in-house. The promise is that finding it never becomes your job again.

We're also not claiming small is always right. If you're two hundred employees with compliance auditors on the calendar, you need the big MSP with the certifications and the twenty-four-hour operations center, and if you ask us, that's exactly what we'll tell you. Our shape fits businesses and towns shaped like the ones around us, and part of being trustworthy is knowing the edge of that.

ISN'T ONE VENDOR FOR EVERYTHING A RISK?

It can be, and you should take the risk seriously: it's real whenever a vendor makes itself irreplaceable. So we work at the opposite. Your domain, your hosting, your accounts stay in your name. What we build and how it's wired gets written down, so nothing lives only in one person's head, including ours. We'd rather be a team you keep because leaving would be easy, and you stay anyway. And when you're vetting anyone for this role, us included, ask the hard questions first.

A rolodex of vendors

- × Every problem starts with figuring out whose problem it is
- × The seams between products belong to no one
- × Each vendor can be right while nothing works
- × Support knows its script, not your business
- × You are the general contractor, unpaid

One accountable team

- ✓ One call, wherever the problem turns out to live
- ✓ The seams are part of the job, not an exclusion
- ✓ The people who built it are the people who answer for it
- ✓ The whole picture lives in one place
- ✓ Documented and in your name, so you are never trapped

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If there's a problem that's been bouncing between vendors for months, with everyone certain it belongs to someone else, that's exactly the kind of thing we want to hear about. Bring it to us. Solving the problem nobody would own is how we'd like to earn the job of being your last tech team.

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