



FREE EXECUTIVE GUIDE

THE IT TAX: Unseen Costs Draining Your Payroll

Are small IT issues stealing hours and money from your business?

LEARN HOW MANAGED IT CAN RECLAIM LOST TIME

Use real-world research, a simple cost calculator and Luna Tech pricing to reveal hidden losses and see when proactive support can pay for itself.

CALCULATE YOUR COST. FIND YOUR BREAK-EVEN.

AUSTIN | SACRAMENTO | (888) 774-5862

LUNATECHTEAM.COM

How small problems become a recurring tax

When support is billed by the hour or feels inconvenient, employees make a rational short-term choice: tolerate the problem. That choice creates a costly loop.



The pattern is measurable

Three research findings explain why small technology problems can produce more lost time than leaders see on an invoice or support report.

275x

Employees are interrupted by meetings, email or chat every two minutes on average during core hours.

28 min

Average time employees reported losing per IT-related problem in a Vanson Bourne study for Nexthink.

>50%

Only just over half of employees' technology issues were reported to IT in that same study.

Interruption creates a second cost: recovery

UC Irvine research notes that regaining focus after an interruption can take up to 25 minutes. A quick workaround can have a longer tail than it appears.

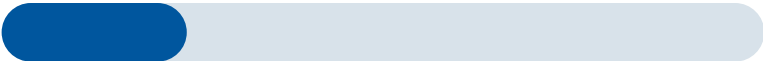
What recurring friction can cost

Use this model as a sensitivity test, not a promise. It shows the payroll value attached to minutes that technology friction may be consuming.

FORMULA

$\text{Employees} \times \text{minutes/day} \times \text{workdays} \times \text{hourly compensation} / 60$

25-person team: three scenarios

5 min/day		\$24,271/yr
10 min/day		\$48,542/yr
20 min/day		\$97,083/yr

Why compensation matters

Salary alone understates the cost of employee time. The BLS figure includes wages plus employer benefit costs, making it a more useful baseline.

Reality check: Managed IT will not recover every minute. It only needs to recover enough time to exceed the service cost.

Source: Model uses BLS private-industry average total compensation of \$46.60/hour, March 2026

Ten minutes can become \$48,500

A slow laptop, a printer that only works after a restart, unreliable Wi-Fi or an app that freezes may feel too small to report. Across a team, those small delays compound into a recurring payroll expense.

ILLUSTRATIVE DAILY LOSS

10 min

per employee, per workday

ANNUAL PAYROLL VALUE

\$48,500

for a 25-person team

The model

$25 \text{ employees} \times 10 \text{ minutes} \times 250 \text{ workdays} \times \$46.60 \text{ average hourly total compensation} / 60 \text{ minutes} = \$48,541.67.$

What this guide will help you do

- Recognize the support friction that encourages employees to work around problems.
- Estimate the payroll value tied up in recurring technology delays.
- Compare that value with the published base price of Luna Tech managed plans.

The central idea

Managed IT does not need to eliminate every delay to create meaningful value. It only needs to recover a few minutes at scale.

How Managed IT creates time value

The financial case starts when people get help sooner and preventable issues stop interrupting work.

01 Remove support hesitation

Unlimited remote support makes it easier to ask for help before a workaround becomes a habit.

VALUE: LESS REPEAT DOWNTIME

02 Prevent the interruption

Monitoring, maintenance and updates surface developing issues before users lose productive time.

VALUE: FEWER INCIDENTS

How Managed IT compounds the benefit

Longer-term value appears when recurring causes are removed and operational risk becomes more controlled.

03 Fix the root cause

A managed partner can see patterns across users, devices and vendors - then solve the recurring problem.

VALUE: FEWER REPEAT FIXES

04 Control security exposure

Endpoint protection, backups and monitoring reduce the chance that one event becomes an operational crisis. Verizon's 2025 DBIR reinforces the need: ransomware appeared in 88% of breaches involving small and midsize businesses.

VALUE: RISK REDUCTION

From pay-per-problem to proactive support

Luna Tech combines daily support with monitoring, security and accountability. The service is designed to remove friction, not merely invoice it.

BREAK-FIX		LUNA TECH MANAGED
Support	\$175/hour	Unlimited remote support
Monitoring	Called after failure	24/7 proactive monitoring
Security	Separate or variable	Security software included
Costs	Event-driven	Published, predictable pricing
Relationship	Fix the incident	Fix and pro-actively prevent

Onsite support terms vary by plan. All core managed plans include unlimited remote support, proactive monitoring and security software.

Source: Luna Tech services and pricing pages, accessed August 18, 2026

What clients receive beyond the help desk

The service model is built to reduce hesitation, surprise and handoffs while keeping support aligned with the way your team works.

NO SURPRISES

No onboarding fees, forced migrations or surprise charges. Published pricing makes planning easier.

SECURITY BUILT IN

Core managed plans include security software and round-the-clock monitoring.

FLEXIBLE BY DESIGN

There is no minimum contract length. Luna Tech earns your business every month.

LOCAL WHEN NEEDED

Austin and Sacramento coverage provides onsite service when the selected plan calls for it.

Break-even measured in minutes

At the published per-unit base price, how many minutes of daily employee time equal one year of service?

SILVER

\$50

per unit/month

3.1

minutes/day

GOLD

\$70

per unit/month

4.3

minutes/day

PLATINUM

\$119

per unit/month

7.4

minutes/day

BREAK-EVEN FORMULA

Annual plan price / 250 workdays / \$46.60 per hour x 60 minutes

Find your hidden IT tax

Use conservative inputs. Count only time that could realistically be reduced through faster support, prevention or better-performing systems.

A EMPLOYEES	B MINUTES LOST / DAY	C HOURLY COMPENSATION
25	10	\$46.60

$A \times B \times C \times 250 \text{ workdays} / 60 = \text{estimated annual payroll value}$

EXAMPLE RESULT

\$48,541.67 per year

Using 25 employees, 10 minutes per day and \$46.60 per hour.

Use the result as a conversation starter

- Which problems recur most often?
- Why do employees delay asking for help?
- Which minutes could a proactive service realistically recover?

Signs the hidden IT tax is already present

If even one box applies to you, then you're losing at least 3.1 minutes per day of employee productivity. You will benefit from Luna Tech's Managed IT plans.



Employees reboot devices to make routine work possible.



People avoid contacting IT because each request may create a bill.



The same printer, Wi-Fi or application problem keeps returning.



Coworkers have become the unofficial help desk.



Updates interrupt work or are postponed indefinitely.



You do not have a current inventory of devices and protections.



Vendor problems bounce between providers without clear ownership.



Leadership hears about issues only after work stops.

If even one box applies, the cost is already showing up

That means you are losing at least 3.1 minutes per day of employee productivity. Luna Tech's Managed IT plans can help you reclaim it.



TAKE THE NEXT STEP

Stop paying twice

Once for the problem. Again for the lost time.

Luna Tech can help you identify recurring friction, compare support options and build a practical path toward more predictable IT.

Schedule a conversation at lunatechteam.com

(888) 774-5862 | info@lunatechteam.com | Austin + Sacramento

Sources and assumptions

All calculations are illustrative. Actual time recovery, service cost and results vary. Luna Tech plan details and prices may change; published pricing was accessed August 18, 2026.

- U.S. Bureau of Labor Statistics, Employer Costs for Employee Compensation, March 2026.
- Microsoft, 2025 Work Trend Index: Breaking down the infinite workday.
- Nextthink/Vanson Bourne, Employee IT downtime research, October 2020.
- UC Irvine, Regaining focus in a world of digital distractions, January 2023.
- Verizon, 2025 Data Breach Investigations Report.
- Luna Tech, Managed IT services and pricing pages.