

Staff Augmentation vs Managed Services One-page Summary

Comparison table, key differences, and a simple decision checklist

Quick Comparison

Individual skills and added capacity	What You Buy	A defined service and outcomes
Your team manages tasks and priorities	Day-to-day Direction	Provider runs daily operations for agreed scope
You own delivery results	Accountability	Provider owns results within scope (often via SLAs/SLOs)
Projects, migrations, short-term spikes	Best For	Support, monitoring, steady operations
Quality, velocity, internal KPIs	Success Measures	Service levels, ticket metrics, reporting cadence
Per person (hourly/monthly)	Cost Pattern	Per service (monthly/retainer/tiered)

Key Differences

- Staff augmentation, you direct day-to-day execution & keep hands-on control.
- Managed services, you manage outcomes while the provider runs the service motion.
- Augmentation fits time-bound delivery; managed services fits steady operations.
- Many teams use both, managed services for ops, augmentation for projects.



Decision Checklist

Choose Staff Augmentation When:

- You need niche skills quickly and want hands-on control.
- Work is project-shaped (migration, imple., upgrade).
- Priorities may change week to week.
- You have internal leadership to direct execution.

Choose Managed Services When:

- Work is recurring (support, monitoring, routine admin).
- You want predictable coverage and clear accountability.
- Service levels and reporting matter to stakeholders.
- You can invest in transition (runbooks, governance).

