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THE ULTIMATE BUYER'S GUIDE TO



MANAGED IT SERVICES

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INTRODUCTION



Welcome to your Ultimate Buyer's Guide to Managed IT Services, we're glad you're here! Your ultimate guide is the best way to learn about managed IT services, how these services benefit your business growth, the cost and pricing associated with managed IT services, and the different features as they relate to your industry or company needs.

Your business is unique and different from any other business out there, and one of the best ways to increase business growth is understanding the current struggles your company and employees face, especially when it comes to office technology. If you have the opportunity to help your business run and operate even more effectively than it already does, why not take it?

BACKGROUND/OVERVIEW

Managed IT services is a group of services that a Managed Service Provider (MSP) or third-party, provides to businesses in information technology. A great managed IT services company can provide the following services:

- » ***Remote monitoring***
- » ***Technical support***
- » ***Training***
- » ***Security***
- » ***Virus protection***
- » ***Data backup & recovery***
- » ***Business continuity***
- » ***Technology road mapping & planning***
- » ***Virtual CIO***
- » ***Helpdesk***
- » ***Application & database development***
- » ***Network management***
- » ***Compliance***
- » ***Hosting***

Managed IT services are provided to businesses using different business models and pricing plans, depending on the specific business needs and the technology goals businesses wish to accomplish.

BACKGROUND/OVERVIEW

Maybe you're asking yourself,

“How do I know if my business needs managed IT services or not?”

Our Ultimate Buyer's Guide takes you in-depth, discussing common IT challenges your business probably faces that managed IT services can efficiently resolve, such as:

- ***The cost of network overhead and services***
- ***Backing up your servers and documents daily***
- ***Patching and upgrading applications for proper security measures***
- ***Continuous monitoring of your network and phone systems***
- ***Time-consuming employee troubleshooting***
- ***Lack of time to research new technology***
- ***Managing, maintaining, and upgrading infrastructure and systems***
- ***Supporting remote offices and employees***
- ***Finding staff with the skills your business needs***

The majority of your company's IT issues are also ones you might not even know about or acknowledge because of how used to you are with dealing with them every day.

You'd be surprised how much time and money you'd save by allowing a managed IT services team solve these issues for you while also monitoring your systems to make sure these issues don't continue to resurface.

After reading this guide, we guarantee you'll be more knowledgeable in understanding the ins and outs of managed IT services to best suit your overall company needs and goals, ensuring the further success of your business.

IDENTIFYING YOUR BUSINESS NEEDS & GOALS



When you think of Managed IT Services, do you think of your business goals and the future of your company? Do you think of productivity and performance standards of your employees? How about the safety of your confidential business documents and files?

If you haven't been thinking about these things, now is an excellent time to do so. When it comes to managed IT services and how these can better your business, consider this:

Managed IT services can...

- **Significantly free up the time you spend on a day-to-day basis so you can focus on more pressing tasks—more efficiently**
- **Help you reach your business goals much sooner than you might be aware of**
- **Keep your important documents safe and secure, preventing cyber attacks from taking over your business**
- **Save your company money by choosing an appropriate pricing plan or your needs.**

It's pretty remarkable what a great managed IT service company can do for your business, and we're eager to give you the scoop on how managed IT goes hand-in-hand with the success of your business.

We've first mapped out some common and important business goals your business probably has in place by pairing them with the services and features of managed IT.

BUSINESS GOAL #1:

Having More Time During The Day for Time-sensitive Tasks

For most companies, it's easy to lose hours from your workday by spending time on things that don't specifically pertain to your job duties.

Something such as IT and network services can be one of these time-consuming tasks that you or your employees might not have the time to tackle but have to, because of a lack of managed IT services.

Think about all that extra time you and your employees can gain just by designating an outside team of experts to take care of all of your technology needs! This is especially important when it comes to dealing with an IT issue or a problem that arises during or after business hours.

You'll feel a lot better about the stability of your office technology when it's in the hands of a qualified managed IT services company. Not only do these professionals know what they're doing, but most of the time, they're able to monitor and prevent the problem from happening again.

You'll be relieved to gain back those extra hours in your day (and the stress you'll lose) by not being the sole caretaker of your company's IT needs. Let someone else do the work—you've got more important tasks to complete.

BUSINESS GOAL #2: Spending Company Dollars More Wisely

It's all about the Benjamins, right? Whether your business is a multi-location law firm, or a college university, saving money and budgeting is more than likely always on your radar.

Paying specialized IT employees for in-house services might not be the best way to spend your money, and it might end up costing you less money to outsource your IT.

Depending on the specific services your business is interested in, you could get away with eliminating your IT department by outsourcing your technology needs.

A benefit to outsourcing your IT is the access you'll have to a specialist (or team of specialists) entirely focused on your issues at hand.

A full-time employee would likely have a more general set of IT skills, only applied to a variety of situations, or less specific instances.

When a company outsources IT, it also doesn't need to invest in the equipment or software necessary to do that particular job. A managed IT services company can either provide their own tools or include the cost of acquiring the equipment in their fee.

This method typically costs less than if the company bought the equipment outright for each of their in-house IT employees. Don't forget about the extra expenses of having in-house IT employees, such as salary and employee benefits.

Depending on your business, this can add approximately 30% on top of their salary.

BUSINESS GOAL #3: Utilize More Updated and Newer-age Technology

The utilization of newer office technology might not be one of your top business goals, and you might not even be sure how this could be a business goal—so let us explain!

Let's say one of your goals as a company is to grow or even create a marketing department to help your sales team bring in more leads; which in turn, generates more revenue for your business.

What kind of technology will you provide for your marketing department? It'll be challenging for the department to be successful if they're using outdated technology that continually needs updating or "fixing."

As an employer, it's enticing to an employee or a new department when you have the best tools and features to help make an employee's job easier and more enjoyable to do. This can increase morale and productivity.

BUSINESS GOAL #4: Closer System Monitoring to Increase Security

Just like saving money, the network security of your business should be at the very top of your list when it comes to current and future business goals.

We hate to say it, but just because you have an in-house IT department doesn't mean your network is safe and secure from outside hackers and viruses. This also doesn't mean your IT department can fix your security issues if something were to happen outside of regular business hours.

Partnering with a managed IT services company means around the clock monitoring. Your IT services team receives messages and alerts as problems occur and can immediately begin resolving those problems.

When it comes to security, the sooner your managed IT service team learns about a cyber attack or security breach, the quicker your business can react, deter, or be back up and running.

Close monitoring helps to eliminate downtime you and your employees might face throughout your busy workdays.

BUSINESS GOAL #5: Focusing on Employee Specialty

Each employee at your company has a specialized job and skill set. You wouldn't expect your director of sales to manage your warehouse, would you?

Instead of piling multiple job duties onto one person who might not be qualified to manage your IT, supplementing a vCIO (Virtual Chief Information Officer, or Virtual CIO) is a much more efficient route to take.

Your managed IT services provider can serve as your CIO or supplement an internal CIO/Head of IT. There are various levels of service that a managed IT services team can provide, from network monitoring and alerts that a company fixes internally, to full-fledged monitoring and problem resolution.

Whether your business is large or small, managed IT can be provided in a bundle or a la carte services, making it easier for you and your employees.

Mapping out your business goals is essential for growth, but it's only the first step when looking at the big picture. Without proper knowledge on how to achieve these goals, the implementation of new processes, such as managed IT services, could seem impossible.

THE BENEFITS OF MANAGED IT SERVICES



DAY-TO-DAY MANAGEMENT

Managed IT services is a great way to outsource the day-to-day management of your business' information technology needs. Not only do managed IT services free up your schedule so you can focus your time on your important work tasks, but it also helps encourages business growth and development.

A managed service provider (MSP) can supplement your in-house IT department or even become your IT department, depending on your specific business goals.

Essentially, an MSP is your managed IT services department. A managed IT service proactively manages information technology assets on behalf of your business. This differs from traditional IT which is more of a “when-needed” or “as they arise” service, mostly built off of situational issues or needs such as a “break and fix model (a.k.a. Break/Fix model).”

Managed IT services helps prevent your IT infrastructure from breaking or malfunctioning— providing you and your employees with continual access to the tools need to do your specific jobs.

Partnering with a managed IT services provider also allows small and medium-sized businesses to have more peace of mind when it comes to the safety and security of their network.

Many (if not most) of your business goals can be achieved much easier (and sooner) with the help of a managed IT service professional or team.

It's also essential to become knowledgeable about what makes a great managed IT service. A great managed IT team helps with the success of your business by identifying the absolute best way IT can be used to benefit your specific business goals.

MANAGED IT SERVICES SAVES YOU TIME

No matter the size or scale of a company, it takes a lot of time and energy for any IT service to run successfully. The more time you invest in your office technology, the better your systems run. But, do you have that extra time?

We've briefly summarized a few IT components that tend to take up the most time:

- **Strategic Planning** to ensure your business continues to grow, by keeping up with newer trends and advanced technology that's to come. Building a "technology road-map" takes time, but the payback far exceeds the effort.
- **Actively Managing** your company's IT infrastructure, such as setting up computers and servers, ensuring the success of weekly backups, updating and applying patches to software, and securing the network. Not to mention, individual desktop support. The list could go on and on. A help desk is always needed to minimize employee down-time and keep your business running efficiently.
- **Troubleshooting** common (or complex) IT glitches and malfunctions that continuously tend to come up, such as patchy wireless network connections, ineffective virus software, or storage issues within the cloud.
- **Vendor Management** is something we don't always think of when it comes to these specific time-consuming IT components. The average customer has anywhere from 4-6 different technology vendors in addition to IT, like providers to CRM, cloud storage, internet, software, and applications that drive the business. You would be amazed at how much time is spent "managing vendors" for ongoing services.

With the help of a managed IT service provider, you'll no longer have to dedicate hours out of your busy workday to fix these common issues.

Also, having some additional oversight over your technology vendors can always save you time and money.

Not to mention, some of these IT issues might not be a "quick fix." You might cause more damage to your systems and machines by trying to resolve the issues yourself, instead of allowing a trained IT service technician to do the work for you.

YOU'RE IN CONTROL OF WHAT YOU SPEND WITH MANAGED IT

You probably don't consider a regular monthly cost to be an advantage of managed IT services, but it is!

There's so many different IT services and features you can choose for your business. Let's be honest, what's better than having options? You get to decide where you're investing your business dollars.

Maybe you're most interested in network monitoring and storage capacity and feel you could do without specific software updates. That's up for you to decide!

Depending on the type of work your business does and your specific IT needs, you are in control of the IT services you'll be paying for each month.

Don't forget outsourcing your IT reduces your labor and benefit costs associated with building your own internal IT department.

UP-TO-DATE TECHNOLOGY

Like we've mentioned earlier, newer technology continues to emerge, and frankly, it's hard for even experienced technical professionals to keep up.

Professionals who base their careers focused on security, backup, and recovery, or managed IT services (to name a few), have to continue to practice and learn the changes that come with the new technology hitting our market.

When your IT in-house staff is limited, with individuals responsible for multiple aspects of IT (not just the aspect of new technology upgrades), it becomes challenging to expect them to keep your technology up-to-date.

You should want to and expect to stay up-to-date with the latest technology upgrades because you certainly don't want to waste time waiting for your IT department to do so.

With managed IT services, you won't have to worry about making sure all of your technology needs are met in a timely and professional matter.

24/7 SYSTEM MONITORING

Your IT department is, of course, dedicated to your business and the needs of your employees. However, this doesn't mean your network is as safe and secure as it should be. This also doesn't mean your IT department can repair your IT issues if something were to happen outside of regular office hours.

Realistically, your current IT department or "IT Guy" probably can't monitor your IT systems and equipment at all hours of the day.

Partnering with a managed IT services company means your technology systems and servers are monitored around the clock. Your managed IT service professional receives messages and alerts as changes occur and can then immediately begin work on fixing an issue the second it happens.

The sooner your managed IT team learns about an IT issue, the quicker your business is back up and running.

VIRTUAL CIO (vCIO)

A supplemental CIO can also be referred to as a Virtual Chief Information Officer (vCIO or VCIO). Your managed IT service provider can serve as your CIO or supplement an internal CIO/Head of IT.

This outsourced service ensures your business doesn't lag in technology implementations and has an ongoing plan for the future. Without a technology roadmap in place, your business can't keep up with new and upcoming industry trends.

There are various levels of service that a managed IT services company can provide, from network monitoring and alerts to problem resolution.

Deciding on outsourcing your IT needs takes planning and research, as you ensure you're choosing the best for your business.

Don't get discouraged if you have to meet and vet a few different companies until you find the one that feels right and can meet your needs.

REASONS TO HIRE A MANAGED IT SERVICES PROVIDER



IT support services not only takes stress and agony off of your shoulders but helps your business grow and expand to its fullest potential.

IT support services can mean a lot of different things to you, specifically when it comes to what your company is most interested in.

- **Are you looking to have a more secure network?**
- **Are you interested in learning about new ways to gain IT support?**
- **Do you want to learn how IT can automate many of your routine tasks that eat up your precious resources?**

Most business like yours, rely on an intricate network of servers, computers, and printers. With the continued reliance on these technologies, it's essential to have IT support services in place for your business.

For your business to grow, you have to grow with technology. If not, you'll be left behind, facing common IT issues in your workplace.

- **Are you currently the one servicing your company's IT needs?**
- **Is it becoming more and more overwhelming to provide IT support services to your employees?**
- **What happens when your server goes down? Are you able to quickly get it back up and running?**
- **Have you faced IT support issues that get in the way of your regular job duties and tasks?**
- **Are you unsure of the types of IT support services your business might need?**
- **Are you apprehensive to outsource your IT because of costs and other factors?**

If you can relate to any of these questions, we've got news for you. It's time for a change in your IT department.

Yes, change can be scary. However, it can also be a wonderful thing once you identify what your business needs.

ENSURING PEACE OF MIND

As you probably already know, IT issues and system crashes are not limited to business hours. A lot of IT issues occur after business hours, making it challenging to fix the problem quickly.

If one of your servers goes down in the middle of the night, a managed IT support service provider can immediately identify the issue and begin working to correct it. This relieves you of the stress of making sure your IT systems are in proper order when you are not around.

There's nothing worse than coming to work on a Monday morning to find your server crashed over the weekend. If you have the option of 24/7 remote monitoring while you're away from your office, why not take it?

We can easily relate peace of mind by giving you the example of protecting your home with a security or alarm system. Think about how much better you feel by having a security system that monitors your house when you aren't there.

You probably love the peace of mind you get knowing that if someone were to break into your home while you were away, you'd know about it immediately?

Your home security system monitors your home when you aren't able to, and it's just the same when it comes to IT support services for your business. Many times, an outsourced IT provider can find and resolve the issue prior to you knowing there was a problem.

If you want more peace of mind, think twice about how you monitor your business when you're away.

INCREASE EMPLOYEE PRODUCTIVITY

Do you know how many times a week your employees have to troubleshoot their own IT issues? It might be more than you think.

If you or your employees are having to troubleshoot your own IT issues during your busy workday, this should be a sign that hiring an IT support service is a good idea.

Instead of taking away valuable time that could be spent doing your daily tasks, a managed IT support service team can manage these issues for you. After all, it's their job to do so.

Hiring an IT support service allows someone else to deal with the day-to-day IT issues that may arise, freeing up you and your employees to concentrate on more pressing and important tasks.

Increasing productivity at your office by an IT support team is also a great way to ensure the issues you're having are properly getting fixed. Trusting an IT professional over your employees is a great way to quickly resolve the issue, without making it worse.

CUSTOMIZING SERVICES TO YOUR SPECIFIC NEEDS

Every business is different, whether that be the type, size, location, and the work they do. Making sure your business is getting the specific IT services it needs is important if you want the most out of your managed IT services provider.

A managed IT services provider can offer you several different and individualized plans, focusing on different aspects of IT support based on your business.

Choosing different service plans allows you to only pay for what you need while also giving you the freedom to add on services later if necessary. This is where your specific needs come into play by allowing you to customize and design an outsourced IT plan to fit your needs.

Maybe you're more interested in firewall security measures than you are in application and software updates. The different service plan options are up to you and your preferences.

Customizing your IT services is a lot like picking your ideal cable package. Are you more interested in children's networks than HBO movie channels? What about smaller sports packages you might want to add on once the football season is back?

You might even be unsure of what is important to your company when it comes to IT. However, don't feel like you're the only one. Many businesses have no idea which IT services they should invest in.

Your IT professional can walk you through every type of IT management service, educating you on the services your business will benefit from the most.

NEW TECHNOLOGY MEANS NEW BUSINESS OPPORTUNITIES

We've touched over a few times thus far about new and upgraded applications for your computers and the software programs you use.

An IT service professional is dedicated, passionate, and always hungry for learning the newest and most tech-savvy trends in the industry. Let them tell you what apps and programs you'll benefit from the most.

Once you allow an IT professional to show you what you're missing out on, the sooner you'll be on your way to creating better content while also decreasing the amount of time you spend on tedious projects because of outdated programs you might be using.

Take advantage of the incredible technological times we're living in right now— you'd be pretty surprised to learn how new technology can significantly increase your business profits.

ACCESS TO THE LATEST AND GREATEST

With the increasing amount of software updates and newer versions of applications released daily, a managed IT services provider helps save you time, as well as money.

Providing you with the latest IT tools (and time-saving tricks), means you won't spend unnecessary costs on things you think your network and computers need to perform at their best.

Not only can a managed IT provide better management of your company's software, hardware, and tools, but also provides you with essential data related to your business.

The great thing about managed IT services is the knowledge they share with you which you can later pass down to your employees. IT professionals make it easy for you to understand what's going on in your IT department, freeing you from the troubles you're most unfamiliar with or confused about.

Remember, the job of an IT support service technician is to:

- **Equip you with the tools and knowledge you need to have successful technology in your business.**
- **Take care and manage those tricky and unfamiliar IT tasks and issues.**
- **Regularly check your systems, servers, and computers are performing their best.**

CHOOSING & FINDING THE BEST MANAGED IT PROVIDER



LEARNING & UNDERSTANDING

After learning and understanding a little more about your business goals and the benefits of managed IT services, have you finally decided to take the plunge and hire a managed IT service provider for your business?

Maybe you're in the process of researching, and you've come to a crossroads on which managed IT service provider would be best for your company.

The good news is that you're on the road to success and you're making a smart choice when it comes to the success of your company.

There are many managed IT companies out there, and it's hard to choose the one that you think will perform the best for your specific needs. However, not all managed IT services providers are the same, and they don't offer the same services.

As you research the different managed IT service providers in your area, it's important to keep a few things in mind. And, that's what we're here for!

You deserve a managed IT services team that demonstrates leadership, knowledge, and expertise. Here are some key factors to consider when making your decision.

EXPERIENCE IS KEY IN MANAGED IT

Even though most managed IT service providers might be excited to face a new challenge when it comes to your business goals, it's better for your business if you choose a company that has years of experience in the IT industry.

Experience in the industry (or other similar industries) ensures your IT team will foresee potential problems while also anticipating your operational needs.

A great resource to help assess the experience of a company is referencing their 'customer testimonial' page on their website. Browse around and read what previous and current customers say about the company.

Can't find a 'customer testimonial page'? This might be a sign...

CREDIBILITY

Credibility runs hand-in-hand with the experience of a managed IT services provider. Don't be hesitant to ask questions to the companies you're considering, such as:

- **How many IT service professionals do you have on staff? Do they work after regular office hours?**
- **What is your average response time? How long is your average resolution time?**
- **What types of certifications have your professionals earned?**
- **What are the most common managed IT issues your customers have faced and how has your team resolved them?**
- **How much experience does your company have with this industry?**
- **What types of managed IT services does your company specialize in the most?**
- **Do you have client testimonials I can look at about the services of your company and can you provide me a few referrals that I can speak to?**
- **What kind of managed IT issues have your technicians been unable to fix?**

All companies in all industries can easily claim how experienced their service technicians are and how excellent their customer service is. However, if they don't have anything to back up these claims, how will you be able to honestly evaluate them?

Any outside company you hire to help manage your business (whether that's managed IT, marketing support, or sales training) should show and prove to you how credible they are before you decide to partner with them.

If the company doesn't seem to have it all together, or can't give you the answers you're looking for, they probably aren't the best for your business.

RELIABILITY OF SERVICE

Another consideration to hiring the best IT services for your business is by assessing their reliability through their services.

The level of responsiveness you receive from them is fundamental if something were to ever go down or 'crash' in the middle of the night.

Does the company offer remote monitoring?

It's up to you to learn the types of solutions each IT provider offers, so you can rest easy knowing you'll have reliability and seamless services when you need it.

Reliability also relates to how much downtime your company might face if your server or other essential systems of your IT department goes down after regular business hours.

Look for a managed IT services provider who receives alerts and notifications the second your IT machines go down, so they can fix the problem before you even know about it. Don't be afraid to ask about a business continuity plan.

ABILITY TO INNOVATE

As we talked about the importance of experience earlier in this article, you probably don't want your company to be the guinea pig that discovers all of the bugs in the latest technology. However, you also don't want to fall behind with the new and upcoming advances in technology.

If a managed IT services provider is offering the latest services by adopting new technology early on, it will ultimately give your business an edge over its competition.

A managed IT services company that stays on top of the latest software and hardware innovations by offering the most advanced options in IT. This ensures your company remains contemporary, functional, and relevant.

It's certainly worth a shot to see what new features an IT service can do for your growing business. Remember, you want to grow with technology, not grow out of it.

PLANNING FOR FUTURE PROJECTS

When evaluating potential IT services providers for your business, search for a company you can count on for all things “network,” who can provide thought leadership and ‘best practices’ recommendations for the future of your business.

Choosing the best managed IT partner helps formulate and execute long-term IT plans and strategies. This way, you can focus on running your business and completing your everyday tasks.

Just like any other department at your company, you have instilled long-term plans and expectations for each department to grow.

Your IT department should be no different, and a managed IT services company that can help map out the future of your IT needs is undoubtedly a great benefit.

THE COSTS & PRICING OF MANAGED IT SERVICES



Let's talk about Managed IT Services and how much money your company should be spending on the specific services your IT department needs.

As you research different managed IT services providers online, are you struggling to understand how much you should be paying for the services and features you need?

Managed IT services have a variety of pricing models, so it's important to make sure when you're requesting proposals, you understand each model. Once you become familiar with the different models, it'll be easier to compare the costs of each one.

COSTS & PRICING

1. Flat Based Fee

The Flat Based Fee pricing model is the most popular pricing model because you pay one flat price for your particular services and features.

This model is usually the most flexible plan and often includes 24/7 support or published hours in the initial pricing proposal. Additional proposals that include extra services can come with a bundled monthly price.

The service provider may even provide extra items offered a la carte, or one customized proposal all bundled together.

Getting one, flat based fee, whether monthly, quarterly or annually, makes it easy to understand and compare pricing to the other models or compare it to the costs of hiring additional personnel.

There's no set price range for this model since each company provides a proposal to support your individualized business needs and features you want.

If your business is growing and you want to ensure stability in your services and the pricing that comes along with it, this model would greatly benefit your company.

2. Per-User

The Per-User pricing model is exactly as it sounds. In this instance, the managed IT services provider gives you a price for each of your current users and details specific services they'll be providing your entire company and each employee.

This model makes it easy for budgeting purposes and future costs. As your business grows, you can easily approximate the added cost for each added full-time employee.

Typical pricing of the Per-User model ranges from \$125–\$200 per month, per user. If you have a smaller company with only a few employees, the Per-User pricing model could be an excellent option for your business.

COSTS & PRICING

3. Per-Device

The Per-Device pricing model is similar to the “Per-User” pricing model, except that it’s based on each device or each piece of equipment that you and your business use.

This equipment can include, desktops, laptops, mobile phones, tablets, printers, home PCs, copiers, and desktop printers.

This particular pricing can begin at a lower rate than the “Per-User” pricing model but could potentially quickly escalate due to the number of devices that you may have throughout your organization.

Typical pricing for the Per-Device pricing model ranges from \$5–\$100 per month, per device. If you don’t have too many devices and don’t plan to add more, this model will best benefit your business.

It takes a little while to become familiar with managed IT services and features your business needs as well as how much you’ll have to pay for them. So don’t worry about making a split-decision on this. Take the time to research until you feel comfortable enough to make a decision.

THE RISKS OF NOT OUTSOURCING YOUR IT



Have you ever thought about the risk your business could be in without managed IT services? Or even more, the advantages and disadvantages of managed IT services versus your average “IT guy” for your business technology needs?

Did you know your company is at a higher risk of cybersecurity attacks when you don't outsource your IT department?

Using managed IT services for all of your company's technology needs not only helps keep your files and data more secure, but it also allows you to focus your time on more important and pressing tasks.

Without managed IT services, your company could face the following challenges:

- **Uncontrolled spending**
- **Unsecured network**
- **Lack of professional/qualified experience**
- **No disaster recovery plan**
- **Wasting time “fixing” issues on your own**
- **The downfall of old technology**

Even if you think you're doing a great job at managing your company's IT department, there may be some things you forget to keep track of or even some IT precautions you should be taking but are unfamiliar with, or don't know how.

The following is a list of what your company could be risking without managed IT services.

UNCONTROLLED SPENDING

How much does your business spend a month on IT? Do you even know? Does it seem like a lot? How are you sure you need all of these services?

Today, it seems that just about every business need can be solved with an app. At least that's what technology providers want you to think.

Without someone closely monitoring your costs associated with your IT department, your IT budget can quickly get out of hand, and you could even be investing in services and products that your business doesn't necessarily need for success.

You want to ensure that the services and products you're paying for benefit your company and your employees in the most helpful way possible, and there's no better way to do so than by using a managed IT services company. On top of all that, internal IT staff can be expensive to hire and train.

A great managed IT services company can work with you on different pricing options to help cut down on how much you're spending each month.

Managed IT services have a variety of pricing models, so it's important to make sure when you're requesting proposals, you understand each model. Once you become familiar with the different models, it'll be easier to compare the costs of each one or identify which model best suits your business needs.

UNSECURED NETWORK & DISASTER RECOVERY

From financial data to personal employee records, every company has sensitive data to protect.

Unfortunately (now more than ever) there are more threats to your business from experienced hackers and other cybercriminals to take over all of those important and confidential files.

Besides the threat of cyber attacks, what about a standard hardware or server failure, or even a natural disaster? Time is money when a catastrophic disaster happens to your technology, communications, data, and network.

There are two major concerns for your business when this happens. How long it takes for you to get up and running again and how much data is lost. You wouldn't want your company to be left stranded if something like this were to happen.

You or your IT staff probably don't have the time or experienced technical knowledge to constantly monitor and protect your business from these specific threats or instances, and this is where you'd benefit from utilizing managed IT services.

When you outsource your IT to a provider that is familiar with security compliance standards, you minimize the risk related to credit card numbers, client or employee data, and any other sensitive business information. They can also provide business continuity and disaster recovery plans.

Managed IT services implement security strategies to keep your firewall and other security measures up-to-date so that you don't have to take the time to worry about it yourself.

LACK OF PROFESSIONAL OR QUALIFIED EXPERIENCE

Just because you outsource your managed IT services doesn't necessarily mean you have to get rid of some of the members of your IT department.

It may just mean those employees can focus less on the technical issues that might be overly-complicated or overwhelming for them to tackle on a day-to-day basis.

An experienced and knowledgeable managed IT services provider can efficiently assist and monitor email and web hosting, data storage, server, and network maintenance, and much more.

Having a managed IT services professional monitor and work on your most complicated IT issues frees up your in-house staff, allowing them to tackle new projects and create new initiatives that can improve your business operations.

This way, your IT staff won't be bogged down at all hours of the day putting out fires that could take up the majority of their workday.

When you and your employees aren't distracted by day-to-day IT maintenance issues, your business management is simplified, and you can continue on the path to success and company growth.

THE DOWNFALL OF OLD TECHNOLOGY

There's nothing worse than having your old and slow-working IT systems fail and not having the resources to fix them because of how out-of-date they are.

One of the best advantages of managed IT services is the implementation of new technology as well as the fast installation of this technology.

Managed IT services providers can start tackling your projects the second you hire them to do so, saving you time and money. The sooner you allow a managed IT services team to assist you and your IT needs, the better your systems will run for a more extended amount of time.

Not to mention, a managed IT services team is always looking for new and updated technology the second it comes out on the market. The more updated and newer your IT systems are, the fewer problems you'll have now, and in the future.

CONCLUSION



As you can tell, there's a lot to unfold when it comes to managed IT services and how these services support business growth and success.

Continued growth is essential for every company and the best way to do so is by learning about the services and products that further drive the overall success of your business.

If you have questions on managed IT services that this guide didn't answer for you, don't hesitate to reach out to us. We're here to assist you in achieving your business goals, by giving you peace of mind to help you win more business.

Don't forget to check out our video channel on YouTube, **The Copier Channel** to learn the latest and greatest business technology tips and tricks.

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