



# 20 Signs That Your Business is Ready for Managed Services

Find out when your business will truly benefit from a technology provider.



# Are managed services necessary for your business?

Any company doing business today is tied to their technology in a way that was unprecedented just a few short years ago. Without computers to streamline your work processes, email for communications, and the collaboration and networking advantages that the web brings, your business just wouldn't be able to move forward, and you'd soon be left standing by your competitors.

What's more, this vital technology is constantly evolving as new innovations are made. Even small companies with only one or two staff members might be making use of several computers and a range of software programs and mobile devices. And the more members of staff you employ, the bigger the headache of taking care of all this becomes - not to mention trying to keep up with all the latest developments in hardware and software that could impact your industry.

If you run a small or medium enterprise then, IT is the backbone of your industry, but trying to oversee it all alone is a stressful and complex endeavour that eats into the time you'd prefer to give to your customers and staff, or devote to growing your business. You didn't set out to become an IT expert; you just want to offer your goods and services to people who need them. So having to sit and learn the minutiae of Microsoft's many upgrades, or how to unjam the printer and stop hackers getting at your data, can feel incredibly frustrating when you've a thousand other things requiring your attention.

So what are your options? Well, one answer is to build a dedicated IT team for your company, but money is tight in most small and medium companies, and building an in-house team of troubleshooters is wildly expensive. Some companies rely on an IT technician to come in and fix things when they go wrong. The problem is that he or she relies on you for future work - and so likely won't be proactive in making sure things stay fixed. You'll also lose money in downtime waiting for repairs to be made.

This is where MSPs come in. A Managed Service Provider can offer services and solutions to optimize your business's IT infrastructure. What's more, they can actively monitor your systems 24/7 to keep problems at bay - and all for a fixed monthly fee. Of course, whether you need to take on an MSP depends on your size, your needs, and your future plans for company growth. To help you learn more and understand the benefits, we've put together these **20 Signs That Your Business is Ready for Managed Services**. They will help you to decide whether you're currently getting the most suitable tech support for your business, and to establish your other options.

1

## Your technology infrastructure is not up-to-date

Hardware and software components of IT systems are quickly evolving and developing, and small businesses often find themselves not being able to keep up, or worse still held back by the prohibitive cost of upgrades. Managed Services allow you to enjoy the advantages of the latest IT solutions without breaking the bank, thanks to providers' close links with vendors that can result in procurement discounts. What's more, you get more out of your current setup, as software and patches are updated automatically - allowing you to benefit from robust security and enhanced IT performance.

2

## Your IT infrastructure isn't as scalable or flexible as you'd like it to be

Managed Services make use of technologies and equipment that are scalable. That means that as you expand, and need more IT capacity or new services, these can be added as needed. And this scalability covers everything from services and solutions to hardware and software. Expert providers learn your goals and needs, and customize current and future technologies and equipment so that they best fit your business. This saves you from making the mistake of investing in expensive technology solutions that don't generate sufficient return on investment.

3

## You find it difficult to learn about and implement new technologies

MSPs will take the time to learn about your business's strengths, weaknesses and goals, in order to determine which services and solutions are necessary to maximize work efficiency and boost client satisfaction. They tailor a plan that fits your needs both now and in the future. This allows you to set long-term goals with more confidence, and focus your time on current business endeavours in the knowledge that you're equipped with the tools you need to succeed.

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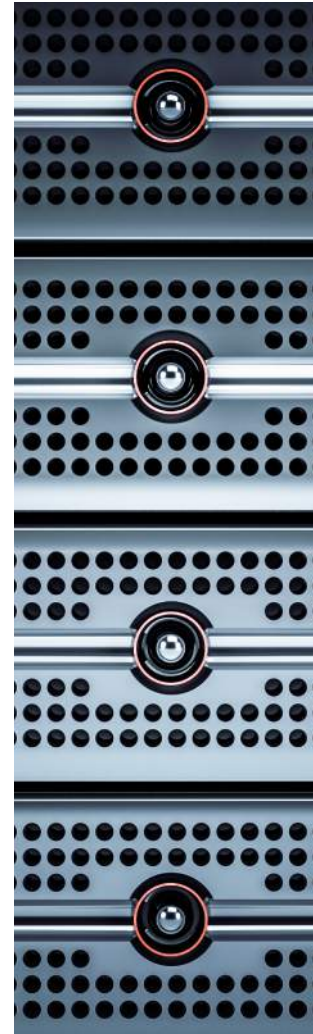
## You lack mobility

Large enterprises reap the benefits of having a single converged connection, resulting in mobility and cost savings on their IT infrastructure. This also allows employees to work from home or remote locations without compromising access to all the voice and data applications they need to do their jobs. An MSP will make sure your staff have access to all this through VoIP and cloud solutions.

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## You lack a centralized network

With a managed network, you can centralize all your applications and servers within managed data centers. This gives your staff access through the office intranet to centralized data centers within the network, and can also provide access to virtual services like storage and backups.



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## You don't have a disaster recovery plan in place

The truth is that disasters, be they natural or manmade, can happen at any time and often result in catastrophic data loss and expensive downtime for companies. MSPs know just how badly a data breach or disaster can impact a small business, and can formulate a plan to keep your business's data and critical files safe and secure via a combination of encryption, security protection, and off-site data backup. This way, your data's accessibility and security is never compromised.

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## You need access to IT expertise

One of the best things about Managed Services is access to a wealth of knowledge when it comes to technology. Even a small MSP team will boast specialists with expertise in a wide range of IT areas. MSPs will rid you of technology headaches and make sure your IT is optimized for peak performance. They will provide IT consultant services including insights and advice in plain English whenever you need it, while leveraging current technologies to best support your business goals. Their knowledge and experience save you time and money, and keep you from making poorly judged technology investments.

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## You experience a lot of downtime

An MSP can track and begin remediation of a technical issue more quickly and efficiently than your in-house IT personnel. An entire team of professional technicians will be able to detect and resolve problems before they have the chance to lead to downtime, and will proactively manage and monitor your IT infrastructure 24/7 to maximize uptime and productivity.

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## You lack capacity-planning information

Managed Services provide tools that constantly monitor the performance and capacity of your file system space, database size, network bandwidth and more. This means you have real-time data that can be used to analyze trends in performance or capacity associated with a specific database or device, and can use this to make more informed decisions about future IT capacity and performance needs.

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## You don't have access to dashboards to see key business metrics

A dashboard goes beyond standard reporting and can be created to match the varying needs of your business. This gives you visibility and insights into your company's performance in real-time which allows you to adjust corporate strategy accordingly and promote ongoing improvements.



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## You don't have a clear understanding of your technology infrastructure

The world of technology is complex and ever-changing. Without professional technicians, it's almost impossible for you to get a comprehensive overview of your entire technology infrastructure due to limited time and resources. This is where MSPs come in. They will constantly be on the lookout for anything that might put your IT environment at risk, and will explain everything in terms you understand. They can also help create a well-defined list of which technology products, hardware and software are tied to your critical business functions, so that different service priority levels can be assigned.

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## You're spending too much time dealing with IT issues

With monitoring and remote management systems, your IT problems get fixed without any disruption to your business or even having a technician visit your office. And for cases that require on-site repairs, most providers will dispatch a technician to your office the same day - if not faster - giving you support where and when you need it, and allowing you to get back to running your business quickly.

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## You lack continuous infrastructure assessment and auditing

MSPs will perform a thorough IT infrastructure audit and present findings to you that provide clarity about resources utilized by your business, as well as potential risks, threats and compliance issues. With continuous assessment and auditing, you can enjoy full peace of mind knowing your infrastructure is safe, secure and always compliant with industry regulations.

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## You seek third-party technical support

Managed Services give you instant access to third-party technical support, because MSPs are trusted business partners of various industry-leading tech giants. This means they not only assume the role of an in-house technical support team, but will also directly interface with third-party technology providers to coordinate services and act as a single point of contact for the resolution of any technology-related issue.



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## You don't have a clear roadmap on how to tackle current and future IT obstacles

Many IT projects start out with clear goals and yet end up not meeting deadlines - and going over budget. This is mainly caused by a lack of a clear project roadmap. Managed Services can help guide you in terms of what you need in order to meet your business objectives, and can make sure that you tackle current and future IT obstacles with ease.

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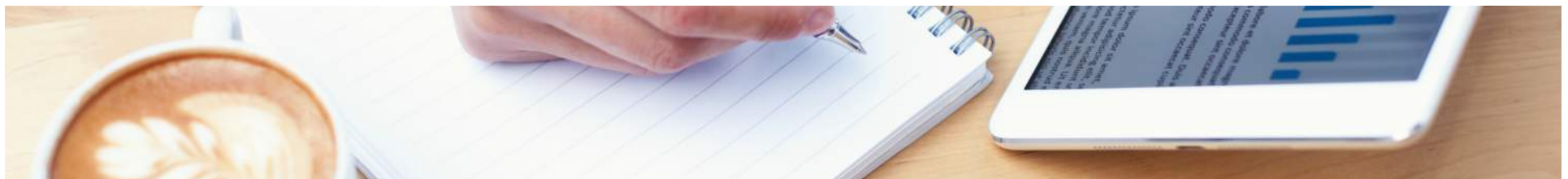
## You don't have the people or time to manage a new technology environment

MSPs are with you every step of the way, from designing solutions to deploying, maintaining and monitoring them. Say you're looking to make a transition to the cloud but don't know which cloud solution is right for your business, and don't have the people and time to help with those decisions; this is where MSPs can help.

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## You need faster technology deployment

Thanks to years of experience and with the benefit of a team of certified technicians, MSPs can increase your capabilities quickly, and deploy tailored services and solutions for your business in no time. This improves your agility, and your ability to react to changes in today's competitive business environment; it also allows you to adopt a position where you drive new innovation rather than simply react to issues that have already occurred.





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## You want comprehensive reporting and analytics

With a technology provider, you'll have access to deep reporting and analytics into your company's performance issues, and insight into activity taking place on your network. This is vital to determining how you will allocate your budget for the future, and will let you know where most issues are coming from, and that they are being resolved.

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## You want to better budget for your IT expenses

With an MSP by your side, you pay one flat affordable rate and get all of the technical support you need. This ensures you run to a predictable budget, with no surprises for unexpected repairs. Plus, the main difference with this when compared to a break-fix approach is that you can truly rely on your provider to make things work for you, rather than them doing an inadequate repair job so they can nickel and dime you again in the future.

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## You want to secure technology peace of mind

With a dedicated team of technology experts by your side, you can simply stop dealing with time-consuming IT issues, or having to wait for someone to come to the rescue and ensure your technology is giving you the boost your business needs. This means one less thing to worry about - and, let's face it, in today's world that is a huge relief.

Your time is precious and your money is hard-earned, which is why we want to help you determine the best time for your business to reap the benefits of Managed Services. If you found yourself identifying with a number - or even just one - of the scenarios above, and would like to know more about how Managed Services can help your organization, simply contact us and we'll be happy to help.



## Recap:

- Your technology infrastructure is not up-to-date
- Your IT infrastructure isn't as scalable or flexible as you'd like it to be
- You find it difficult to learn about and implement new technologies
- You lack mobility
- You lack a centralized network
- You don't have a disaster recovery plan in place
- You need access to IT expertise
- You experience a lot of downtime
- You lack capacity-planning information
- You don't have access to dashboards to see key business metrics
- You don't have a clear understanding of your technology infrastructure
- You're spending too much time dealing with IT issues
- You lack continuous infrastructure assessment and auditing
- You seek third-party technical support
- You don't have a clear roadmap on how to tackle current and future IT obstacles
- You don't have the people or time to manage a new technology environment
- You need faster technology deployment
- You want comprehensive reporting and analytics
- You want to better budget for your IT expenses
- You want to secure technology peace of mind

If you identify with one or more of these signs, your business may be ready for managed services



**Request your free consultation today!**

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