

EncompassIT Managed Service

A Proactive Approach



envision
IT PARTNERS

We'll start from the beginning...

Years ago, technology maintenance started as IT break-fix service. Much like when your furnace breaks and you call the repair man, when something IT related broke, the company called the service provider and they came running to fix it... hopefully.

These service companies helping to service small networks were often hamstrung by the lack of tools to help with the problems that arose. As time went on, the best of the support people developed procedures and programs to periodically come on-site to do a system review of logs and user information looking for hints of issues before they became big problems.

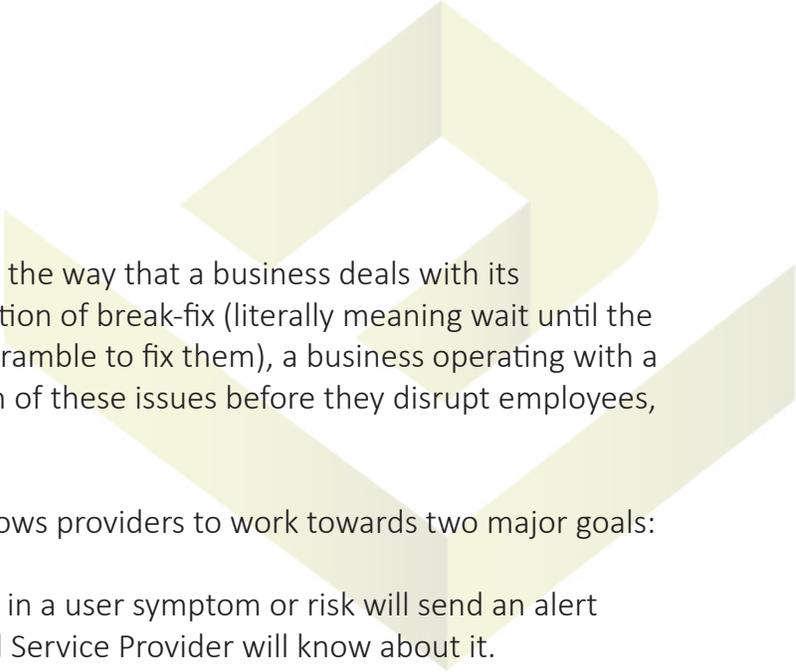
At the same time, the hardware and software vendors were adding new and better ways for the systems to signal problems as early as possible including Simple Network Management Protocol (SNMP). These first systems that could watch these tools and turn all the data into usable information were complex to manage, geared only to large networks, and were prohibitively expensive for small business, leaving any IT management accessible only to larger companies with much larger networks. As started to mature, smaller companies were able to take advantage of the same features and benefits as the large companies and making managed services available to for small and medium sized businesses.

50% of organizations use some form of managed service

But why all the hype with Managed Services for SMBs?

Like larger companies, small businesses need technology to operate efficiently and to compete effectively. But as reliance on IT grows, the resources needed to support an increasingly complex IT environment may not. In many small businesses, IT resources are limited and can be quickly overwhelmed. You may only have one internal IT professional dealing with all problems and if they fall behind in keeping up with things such as backups, patches and security, the odds greatly increase that you'll face an IT outage or another problem down the road that will negatively impact your business. If your email server, customer relationship management (CRM) system, financial application or network goes down, you will likely face substantial productivity and revenue losses as a result.

Managed service providers, or MSPs, can offer services such as alerts, security, patch management, data backup and recovery, for different client devices including: desktops, laptops, servers, storage systems and networks. Offloading routine computer and network management to an experienced team of managed service professionals lets the business concentrate on running the business, with fewer interruptions due to IT issues and essentially multiplying the manpower of your one employee.



Managed services are also a philosophical change in the way that a business deals with its technology. Instead of following the old-school tradition of break-fix (literally meaning wait until the server, desktops or other critical devices fail, then scramble to fix them), a business operating with a managed service provider focuses on the prevention of these issues before they disrupt employees, management and/or clients.

Managed Service software that is available today allows providers to work towards two major goals:

1. Everything on your network that will result in a user symptom or risk will send an alert before or when it happens, and the Managed Service Provider will know about it.
2. Every alert they get is something important and needs to be addressed. The more closely a Managed Service provider can get to these two goals, the more perfectly they can achieve a truly managed service and the more they can get away from “everything being an emergency” situation.

CompTIA found that improving the efficiency and reliability of IT operations was a main driving factor for going with an MSP for 56 percent of companies with 100 or more employees and 47 percent of companies with fewer than 100 employees.

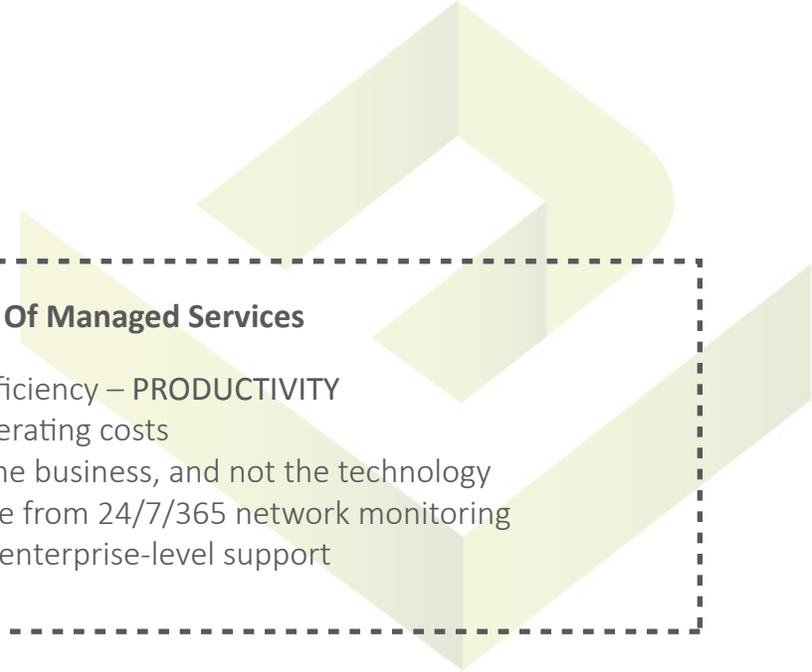
This is ultimately one of the biggest benefits of using a MSP:

discovering and fixing problems before they can negatively affect your business.

A well maintained, proactively serviced computer network will always run better than the alternative. With proactive network monitoring, patch management, and desktop optimization performed on a regular basis, you will notice a tremendous difference in operations... and you will reap the benefits of preventing fires, rather than fighting them.

Businesses are also able to control and reduce their overall operating costs with the flat-fee billing model, making cost-effective access to enterprise-level support a reality.

MSPs often manage all of your vendor relationships so issues with internet slowness/outages or any applications are dealt with directly and time-efficiently. Coupled with “always-eyes-on” network monitoring 24 hours per day, businesses are left with an additional level of comfort and security.



5 Additional Benefits Of Managed Services

Increased operational efficiency – **PRODUCTIVITY**

Reduced operating costs

Allows the focus to be on running the business, and not the technology

Peace of mind & minimized downtime from 24/7/365 network monitoring

Cost-effective access to enterprise-level support

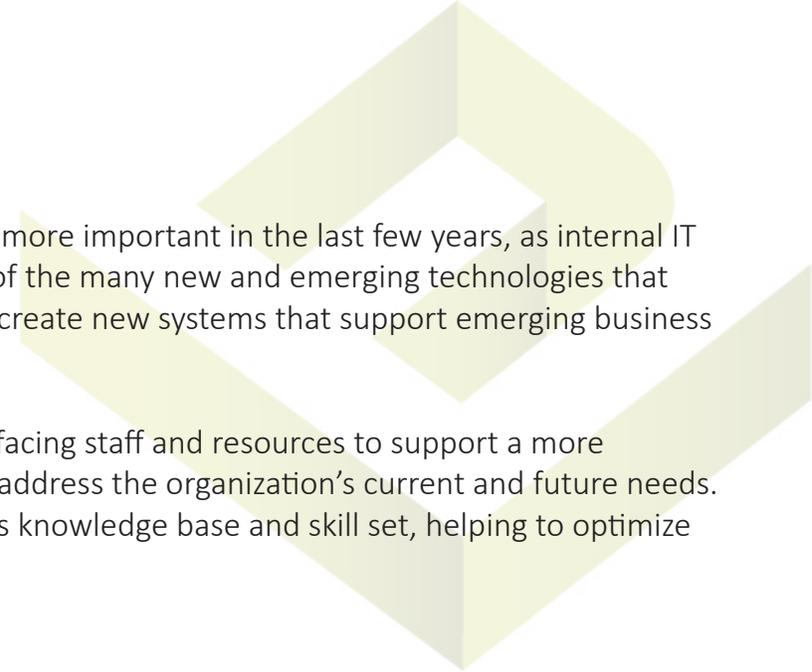
Evaluating Your IT Approach

Why are you in business? What are your people passionate about? In all probability, managing your information technology isn't in your top five responses. The last 3-5 years have been especially challenging for many businesses with more difficult regulations, technology advances increasing at an exponential rate and a real shortage of talented IT personnel, not to mention an added focus on serving customers rather than making sure systems are patched or end-users systems running at optimal configurations.

More businesses have begun to evaluate and work with managed service providers, leaving the talent within the organization to focus on things that are most critical to the bottom line, and the things you and your people are passionate about.

Information technology service delivery is exactly what a managed IT support firm is passionate about. In fact, under a managed support partnership, the goal of both organizations is the same. Managed IT support providers are intent on ensuring your systems are running optimally, which in turn allows your organization to get the most out of your people and systems. In addition to this win-win partnership potential, by working with a managed services provider, you're able to adapt much more quickly to changing conditions. Having a multi-member talented team at your disposal means nothing is out of reach.

These services provide business owners an opportunity to focus their internal professionals' time and efforts on growing and improving their businesses while allowing specialized outside advisers to ensure their technology is being delivered cost effectively and securely. Many businesses are seeing the benefits of the reduced strain on internal resources and increased efficiency which can result from a well-conceived and delivered managed support model.



The benefits of a true “partner” have become far more important in the last few years, as internal IT departments have less bandwidth to stay on top of the many new and emerging technologies that may have possible benefit to the organization, or create new systems that support emerging business processes.

A true partner will invest in substantial customer-facing staff and resources to support a more consultative approach, tailoring their offerings to address the organization’s current and future needs. Partners become an extension of an organization’s knowledge base and skill set, helping to optimize specific aspects of IT infrastructure.

Advanced technology access and resources

Whether you have an internal IT department or rely on an outside provider, having top-level IT talent at your disposal is inherently difficult. When partnered with a qualified managed service provider, you gain much more than a single individual can provide. Top-notch managed service providers keep abreast of the latest technology and the proven processes around their delivery. In addition to the technology itself, best-of-breed managed IT support providers tweeze out specific business processes that help their clients succeed.

Technology adoption is enhanced as well. When technology services are delivered internally or through smaller firms, it’s difficult to adopt new technologies in a low risk manner. Managed IT Support providers develop proven methodologies for seamless technology roll-outs and don’t suffer from the pitfalls of performing one-time projects that are soon forgotten.

ROI/cost savings was a driving factor for 33 percent of companies with 100 or more employees and 28 percent of companies with fewer than 100 employees.

Cost control

Managed support services can enhance cost control or investment optimization in three main areas:

1. The strategic outsourcing of an organization’s IT support and maintenance to a qualified managed services firm. Organizations choosing this strategy gain a highly talented IT department without the need to pay benefits, vacation and training, or worry about subsequent turnover. The hidden cost savings is on talent availability. Many small and medium-sized businesses can’t justify a full IT department, so they rely on individuals who excel at some of their responsibilities, but will, at best, need to reach out to an outside firm for projects, or highly technical needs. At worst, the businesses will use sub-par workarounds that may not provide the best technical advice to management.



2. Proper budgeting. Most managed IT support firms include some type of remote monitoring and management tool in their service offerings. These tools allow the provider to gather critical data about the environment and properly advise on trends as well as when technology needs to be upgraded or augmented. A great firm will use the information it gathers and blend it with its technical/business knowledge to ensure your IT investments are optimal.

3. Access to more advanced technology than would be available otherwise. The costs associated with deploying your own versions of advanced security and monitoring services can be significant so the majority of small and medium-sized businesses choose not to self-deploy. This places their support staff in a more reactive role as they deal with end-user symptoms rather than the underlying causes of technical issues.

When deciding if managed IT support is right for your organization, it's important to understand these points related to costs and benefits of a managed services model. Costs savings, efficiencies and the ability of your internal resources to focus on other core business issues can make a real impact on your organization's overall business plan.

Of course, the best reason to consider managed IT services may be that IT isn't your specialty. If managing IT infrastructure has absolutely nothing to do with your core competency, why wouldn't you outsource it to an expert?

By implementing managed services you can utilize your internal IT resources for other purposes and create an environment of ultimate productivity.

There are lots of options out there these days and it's important you do your research to find the best IT Partner for your organization.

Envision IT Partners offers a Complete IT Monitoring, Management + Support service called EncompassIT™.

EncompassIT™ Managed Service provides proactive enterprise-grade support which actively monitors, updates, patches and performs preventive maintenance on all the systems on your network. Our proactive management of those systems allows our certified engineers to stay ahead of the threats that may cripple your IT infrastructure. When issues do occur your users have unlimited access to our Colorado-based HelpDesk support team. Our EncompassIT clients experience fewer issues which are resolved, on average, 85% quicker than traditional time-and-material clients.

You can find out more about our EncompassIT™ product at
envisionitpartners.com/services/encompassit

Envision IT Partners brings you a simplified IT world that will get you out of the IT support business. We provide all-inclusive support and complete accountability for your technology under one management plan. We have developed specific personnel, skills, technology and experience to provide that support to mid-sized organizations.

Contact info@envisionitpartners.com to learn more about managed IT support.



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