

What is

Managed IT?

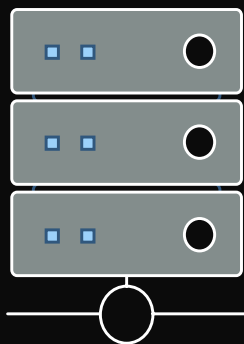
A beginner's guide to
Managed IT Services

A man with a beard and glasses, wearing a red and white plaid shirt, is looking at a laptop in a server rack. A woman with dark hair, wearing a blue and white striped shirt, is holding a tablet and looking at the same laptop. They are in a server room with blue lighting and server racks in the background.

NATIONAL[®]
Business Technologies

Educational eBook Series

Is Your Business Keeping Up With Technology?



Technology is constantly evolving, and the rise of remote and mobile workplaces has only added pressure to keep up. The rapid pace of change creates challenges for businesses across all industries as they increasingly incorporate new technologies into their operations and face staffing issues in the IT arena.

Keeping on top of upgrades, security patches, new equipment, best practices, cyber threats, and security can be a challenge. Add to this the need for a holistic technology strategy and it can easily become overwhelming. With the complexity of today's technology, there's a reason IT services have become the 2nd most popular outsourced support after professional accounting services.

MANAGED IT DEFINED

Managed IT Services refers to the day-to-day monitoring, management and operation of IT assets, processes, and workflows. Services typically include remote management and proactive monitoring of servers, desktops, and mobile devices, backup and recovery, and communications platforms.

The shift from an unmanaged to a managed IT infrastructure allows small, medium, and large organizations to leverage 3rd party expertise, where needed, to optimize their technology spend, improve performance and prevent avoidable disruptions.

Engaging a Managed IT services partner will reduce internal IT workloads creating more time to focus on mission-critical tasks or supplement your team if they lack a certain skill set or don't have the resources to complete time sensitive projects.

Stats & Facts

Top 2 outsourced services by small and medium-sized businesses are **Accounting** and **IT Support**.

Fortune

A managed IT approach tends to decrease overall IT costs by **25-45%** & improves operational efficiencies by **45-65%**.

Mordor Intelligence

71% of businesses don't have a holistic technology roadmap.

OfficeTechInsider

Could your business benefit from Managed IT?

Common IT Challenges

The complexity, pace of change and talent required to manage today's IT infrastructure can be overwhelming.



Budget Constraints

Hiring and training IT staff is time-consuming and expensive



Lack of In-house Expertise

Complex IT infrastructures require unique, specialized skill sets



Data Loss

Lost data due to absence of routine maintenance



Security Vulnerabilities

Lack of time to stay on top of the latest threats



Downtime / Productivity Issues

Service outages due to a lack of staffing/knowledge

Popular Solutions

Improve productivity, cost control & security protection with a holistic IT strategy.



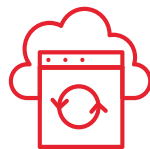
Fixed Monthly Fee

Predictable costs allow for consistent budgets reducing cash flow burdens



Certified IT Professionals

Easy access to leading-edge, certified experience



Backup and Disaster Recovery Plan

Centralized applications and servers ensure business continuity



Threat Monitoring, Detection and Response

24/7 monitoring can identify threats and respond immediately



Proactive Monitoring and Maintenance

Maximize uptime addressing issues before they become critical problems



Self Assessment Questions

Find out if Managed IT Services could help your business.

	YES	NO
1. Can your internal resources support your entire IT infrastructure?	☐	☐
2. Are you able to detect cybersecurity threats?	☐	☐
3. Have you tested your Backup & Disaster Recovery plan?	☐	☐
4. Are you using cloud technology effectively?	☐	☐
5. Can you predict your IT budget?	☐	☐

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