

# MANAGED IT SERVICES

The Many Ways They Help Your SMB



# What exactly are managed IT services?

Managed IT Services is the outsourcing of all or some of your technology responsibilities to an IT services provider, based on your needs, goals, and budget. These experts keep your business IT optimized around the clock, letting you focus on your company instead of IT worries.

## How does it work?



### Consultation & Assessment

Experts learn about your business needs and goals, and comprehensively assess your IT strengths, challenges, and opportunities for improvement



### Analysis & Recommendations

After analyzing and coding the results, the experts share insights and actionable recommendations with all stakeholders



### Strategic Roadmaps

Your provider will create a detailed strategic roadmap that lays out the steps, time frame, anticipated barriers, and costs of implementing the agreed-upon solutions



### Implementation and Maintenance

They seamlessly implement and continuously optimize your solutions, and assess your IT against future needs and goals so you always stay ahead of the curve

# What do you get?



## **Constant Monitoring**

Routine network health checkups as well as server and systems optimization

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## **24/7/365 Support**

Remote and on-site support from friendly experts to resolve issues quickly

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## **Proactive Maintenance**

Data backups, security patches, and other potential issues are solved BEFORE they cause downtime

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## **Cybersecurity**

Protection against malware and hackers with antivirus, VPN, firewalls, email filtering software, and more

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## **Comprehensive Reporting**

Detailed data on backup timings, quarantined viruses, issues resolved, and more

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## **Business Continuity**

Automatic, easily restorable backups and comprehensive planning to quickly restore your data and operations after any incident

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# Why outsource your IT?

## Get the best of both worlds with an MSP

Technology can help you grow, but it can also plague you with costly downtime, surprise expenses, new security risks, and more. To ensure your IT is always an asset and never a liability, it requires ongoing optimization from experts. But many SMBs don't have the resources to hire full-time IT staff.

Outsourcing your IT to an MSP means you have a dedicated team of experts looking after your technology 24/7/365 for an affordable, flat monthly fee. The MSP team can provide everything from basic computer support to strategic consulting, and you'll enjoy improved productivity, cost-effectiveness, and customer service. With your IT always on, up to date, and secure, you can forget about tech troubles and focus on growing your business.



## What are some of the hard benefits?

- **Increased productivity** – proactive monitoring and maintenance prevent issues before they occur, giving you maximum uptime
- **Predictable budgeting** – pay the same amount every month no matter how many issues may occur in your IT systems, as MSPs charge only a flat-rate fee
- **Increased profit margins** – the most powerful tools and expertise at small-business prices, meaning increased productivity costing fewer resources
- **Peace of mind** – rest easy and focus on growing your business knowing you always have the technology capabilities you need
- **A strategic partner** – your technology will always support your business goals

# More FAQs to help you decide

## 1. “Will I lose complete control of my IT?”

A good Managed Services package comes with an intuitive dashboard that allows you to oversee all actions a technician takes to manage, optimize, or update your network. You can even request for comprehensive weekly or monthly reports that you can use to ensure that your managed services provider is meeting the service level agreement (SLA).

## 2. “Will I have to fire staff?”

Managed Services are designed to help your staff, not replace them. So, if you already have in-house technicians, they can focus on more strategic tasks like optimizing databases or developing apps while the MSP handles the routine work like patch updates, data backups, and more!

## 3. “I’ve heard a Managed Services package is costly. Is that true?”

No. Managed Services packages are made with SMBs in mind, meaning you only need to pay one small flat-rate fee per month — no nickel and diming, no cancellation fees.

## 4. “Is a Managed Services solution secure?”

While a large part of Managed Services is focused on support and maintenance, a good package will come bundled with cybersecurity solutions like antivirus, firewalls, access controls, and virtual private network (VPN) software to protect your systems against hackers, scammers, and malware.