# 6 BUSINESS PROBLEMS

# YOU CAN SOLVE WITH A SINGLE PHONE CALL

MANAGED SERVICES TO THE RESCUE!

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# Summary

*Managed Services can solve many problems in your business, while at the same time opening up a world of growth and cost-saving opportunities. This eBook explores six specific ways your business can benefit from outsourced IT management, with an emphasis on helping you compete and innovate.*

# More IT, More Problems

Technology itself is advancing at rapid speeds, but the way people conduct business is moving even faster. Processes that would have felt 'space-age' just 5 years ago are now the norm, and businesses are under increasing pressure to keep up.

With that progress comes increased complexity - ongoing headaches really - as cyber-attacks rise, data continues to burst out of your storage drives, and tech requires constant maintenance to avoid downtime.

While large corporations are able to hire entire teams to manage their IT, SMEs find their IT budget is running dry, but the problems still remain.

Switching to Managed Services brings instant relief to both budget and problems, beginning with putting cash flow back in your control.

# Cash Flow out of Control

Computer problems can happen at any time, and the fix can sometimes be costly. Replacing systems, servers, components, laptops, peripherals...the problems tend to quickly spiral out of control, as each failure triggers the next.

Unexpected expenses like this are terrible for businesses, especially those who have to carefully manage cash flow every single month. Our Managed Services remove this financial stress with a fixed monthly cost you can budget for, and pre-emptive maintenance protocols to avoid disaster of your storage drives, and tech requires constant maintenance to avoid downtime.

# Reduce Break/Fix Emergencies

Without Managed Services to make sure problems are minimal, reactive solutions are always going to be costly. There's always a mad rush to get systems back online, limited availability of technicians with expertise, and hustling around to locate suitable parts on short notice.

Your business ends up with a suitable solution, but it may not last as long and it sure cost more than it should have. Engaging our Managed Services means your IT problems are pro-actively corrected, without the cost shock, and before everything goes wrong.

# Business Growth Gone AWOL

It's hard to grow a business without the right technology in place. In fact, it can severely throttle your growth. It's like mowing the lawn with nail clippers - success never seems to arrive, no matter how hard you work! Not having the right technology will directly affect your ability to compete, streamline and innovate. Getting the tech to support your business growth doesn't need to be expensive, but it does require expert strategy.

## Take Advantage of Tech Consulting and Strategy

With Managed Services, we can work with your business to plan the IT strategy that will support (and drive) growth. Rather than dive on the latest tech for the sake of it, we'll make recommendations based on the way you work, your goals, plus help you plug any productivity, efficiency or budget leaks. As your business grows, the IT we recommend can be scaled to keep you ahead and competitive.

Managed Services helps keep you competitive

## Cybersecurity Concerns

It seems every month we're hearing about a new virus or hack, usually with a regretful business taking the brunt of everybody's frustration. All those patches and protections are a lot to stay on top of, which is why 43% of cyber-attacks are aimed at small business[1]. Far too many are successful. During 2016, an average of 4000 ransomware attacks happened every day in the US2, a statistic that continues to climb.

## Remote Monitoring = Protected

Unfortunately, 60% of businesses fail to recover from successful cyber attack[3]. Considering the sensitive nature of data held by business and the fact that IT is essential to continued operation,

daily defence is required. Our remote monitoring can help cut off cyber-attacks as they occur, maintain your anti-virus and software patches, plus assist with creating a secure culture. **Businesses with Managed Services enjoy highly effective security against threat.**

## Tech Wars

Businesses spend too much time battling with their tech, time that could be directed towards their core profit-making activities. Every day, employees struggle with compatibility issues, repeated errors and systems that simply don't work the way they should. Even if you're able to patch together a series of workarounds to keep things moving, the outcome is rarely ideal and

usually has a negative flow-on effect for the customer.

## Claw Back Your Resources

While our Managed Services technicians take care of your IT, your employees are free to focus on internal initiatives, innovation and collaboration. When things go wrong, support is a call or click away, and situations that would previously have been a productivity black hole are simply solved.

# Downtime Revenue Loss

A single server going down can cripple a business, and the longer it's down, the more it costs. Combine lost income with employee hourly wages and downtime becomes a hefty write-off. Once you start adding in overtime to catch up and missed deadline penalties, that small inconvenience becomes an extensive issue. It's estimated that just one hour of downtime costs around $10,000 - an unwelcome price tag that increases with business size

# Prevent Problems from Happening

Your Managed Service technicians are able to remotely see when hardware is about to fail and take steps to prevent catastrophe. Downtime is

limited or avoided completely, and your business is able to continue surging ahead. They'll let you know in advance what's about to go wrong, and suggest proactive measures to ensure the crash is avoided.

## Data Management

Data is the backbone of any business, whether it's customer databases or proprietary files, and a catastrophic loss can see the doors close for good. Managed Services can make sure your data is backed up, moving fast through the network and you have enough storage. As your data needs grow, we'll make sure it's safe and if regulatory compliance is a concern for your business, we can help make sure you're getting the tick.

# Safe Data at your Fingertips

Backups rarely make for fascinating dinner conversation, but they will save your business in the event of corruption or breach. It's one of the first things we'll set up and manage for you, so you never have to worry. Your Managed Services can go one step further and help you go paperless where possible, improving response speeds within and without your business, while at the same time increasing your communication security.

**Peace of mind is priceless - Get Managed Services for your business today!**

**CALL US TODAY**
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