

Managed IT Services Save Small and Medium Businesses Thousands of Dollars and Improve Service Response Time

By Michael Mellott

Every dollar a small and medium business spends needs to have an immediate and quantifiable return. This is especially true for critical services such as IT support. If you are one of the millions of small and medium businesses that depend upon your technology to keep your business running, proactive Managed Services will save you money, improve your efficiencies and reduce your downtime.

The Solution

With the advent of new monitoring tools and the ability to remotely deliver help desk services to small and medium businesses all over the world, Managed IT Services providers have developed proactive maintenance plans for their clients that maximize their uptime and reduce IT costs over time. By implementing newly available automated processes, systems can be patched and updated overnight without the need for onsite visits, or disrupting an organization's work day.

In addition, remote help desk tools and technology allow Managed IT Services providers the ability to react immediately and assist users when they experience day-to-day problems, without forcing them to wait for an on-site service call.

Forward-thinking Managed IT Services providers are also implementing proactive remote Network Monitoring tools and services, which evaluate the performance of systems 24 hours a day, 7 days a week, and alert these Service Providers of potential issues before they become work-stopping problems for their clients.

The Details

Implementing and receiving the benefit of these solutions is painless for the Small and Medium Business Owner. Managed IT Services providers can begin delivering these cost-saving and efficiency-improving services soon after deploying specialized hardware or software on your network. These collection units report on the following:

- Device Health
- Network Performance
- Service Pack Level
- Hardware Pre-failure
- Security Vulnerability
- Application Management
- Virus and Spyware
- Asset Management

A collection of specialized applications installed at the Managed IT Services provider's location also track all problems reported by their monitoring systems and end-users, and are used to document all steps initiated for resolution. These applications provide a ready knowledge-base of information which grows over time, allowing swift resolution for issues that have been previously documented.

The Benefits

Benefits from Managed I.T Services enjoyed by Small and Medium Businesses are many, and include:

- Faster Response to Trouble Tickets
- Predictive, Proactive IT Support
- Increased Operational Efficiency
- Reduced Operating Costs
- Access to Enterprise-Level Support Staff
- Minimized Downtime

In addition, these Small and Medium Businesses are now able to focus on running their businesses, and not their networks, and receive the peace of mind that comes with the knowledge their networks are being monitored 24 hours a day, 7 days a week.

When evaluating possible partners to save \$\$\$ with Technology, look for these Core Components that comprise the best Managed IT Services packages:

- Flat-Rate I.T Services
- Immediate I.T Savings
- 24/7/365 Network and Critical Device Monitoring
- Proactive Monitoring for Long-Term Savings
- Vendor Management
- Professional Services

You Can't Afford Not to Start Saving \$\$\$!

For more information on how your organization can benefit from Managed IT Services, contact:

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