

eBook

How ITS Managed Services Can Help Your Growing Business

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As the use of technology increases every day, the need for a reliable IT partner continues to grow.

Going Digital: How the Pandemic Shifted the Way People Do Business

The pandemic and the consequent lockdowns were powerful catalysts for change. Due to these unexpected events, companies around the globe were challenged to adapt to remote work setups.

Nearly 70% of full-time workers started working from home to keep the operations running despite not having the right tools

Fortunately, cloud services emerged to support the new work pattern, allowing organizations to continue their day-to-day business operations without being physically present. This move proved beneficial to both the company and the employees as they were able to expand their business reach while doing the work from the safety of their homes. However, it has also posed quite a few challenges in terms of cybersecurity.

Because the workforce is now distributed and the business continues to grow, it's become difficult for the tasked IT team to monitor everyone's online activities. In turn, troubles and threats in cybersecurity shoot up in a perimeter-less IT environment.



An Introduction to Managed Services: What You Need to Know About the Services Your Business Might Need



To support the growing tech demands of your organization, especially with the advent of remote work, you need a partner to handle your IT as you focus on what you do best—serving your customers. Therefore, a Managed IT Service might be your best option.

In a nutshell, getting Managed IT Services means delegating your IT tasks to an expert third-party organization specializing in those responsibilities. These organizations are known as Managed IT Service Providers (MSPs); they offer a wide variety of IT services, from data security to communications management. Below are some of the services they can help you with:



Managed Security

Cybercrime rose by 600% in 2020 when the pandemic began, with half of the attacks aimed at small businesses. This sudden spike in numbers proved how vital securing your network is now more than ever, regardless of the size of your organization.

With that in mind, MSPs often offer critical security services, including managed firewall, intrusion detection, a virtual private network (VPN), and antiviral services. They can also help scan your network for vulnerabilities and recommend solutions to bolster your cybersecurity efforts and bridge the gaps.



Data Analytics

Data Analytics is a service dedicated to analyzing and visualizing your business' data. What it does is **take numbers and translate them into actionable insights**. Not all MSPs are equipped with the right equipment to analyze your data, most use third-party tools. Nevertheless, you can expect great results when you let an MSP manage your data.

According to a study by MicroStrategy, 63% of the companies that utilize data analytics reported that it helped improve their efficiency and overall productivity. While 57% of the respondents believed it allowed them to make more effective decisions faster and led to better financial performance.



Managed Print Services

An MSP offering this type of service enables you to optimally and remotely manage the power of your IT print infrastructure. Managed Print Services also helps you lower the total cost of printing, improve IT efficiency, and invest in areas that can increase productivity and profitability. Some of these services include:

- Device support
- Device maintenance/repair
- Printer upgrades



Hosted Cloud

Cloud-based services are the perfect solution for organizations that need mobility, like those opting for remote offices. It allows your team to share files and access data anytime and anywhere. Some MSPs offer a cost-effective cloud solution that can help you access your information securely.



Managed Wireless Networks and Mobile Computing

As connectivity is a must in today's business landscape, signal interruption must be avoided at all times.

In this service, there are two types of communication medium that an MSP can maintain and protect: wireless and mobile computing. Wireless communication is usually data transmission that does not require the usage of a telephone connection. Wherein, mobile computing refers to a computing device that is not permanently connected to a main or centralized network.

Having your network managed by an MSP means less downtime, more security, and improved connection quality. Simply put, it helps your business stay connected, reducing your headaches and allowing you to focus on issues that matter most, like giving customers quality service and growing your business.



Managed Communications Services/VoIP

This type of service comprise email, unified communications and Voice over Internet Protocol (VoIP).

To those unfamiliar, VoIP is a technology that lets anyone place phone calls over an internet connection. It provides a host of capabilities analog landlines can't offer and does it for less than half the cost. With features like video conferencing and mobile device integration, VoIP has become the most popular telephony solution for businesses.

What ITS Managed Services Can Do For Your Business

Like all businesses, Managed IT Service Providers have their own specializations. As with Intelligent Technical Solutions (ITS), here are the things you can expect when you decide to entrust them your IT:



Monthly Maintenance Plans

The key concept of hiring a Managed IT is to have a dedicated team continuously manage and maintain your IT infrastructure on your behalf. This means that, similar to having an in-house IT department, the managed services offered by ITS require a monthly expense that should be factored into your budget planning.

Each MSP has different plans for each customer, depending on the unique services they need, at different price point levels. If needed, they offer a combination of different services. The biggest indication of the pricing is the devices that go on or off the agreement. Since MSPs strive to provide scalable pricing models that are flexible and equitable, they can go up and down as the environment changes.

ITS has four different plans that cater to different budgets and needs. However, if a monthly plan doesn't sound like a good fit for you, take a look at the advantages and disadvantages of a break-fix company vs. a managed IT company. See for yourself if a break-fix solution is better for you.



24/7 Customer Support

Managed IT services often promote round-the-clock customer support as a significant feature. This aspect is particularly beneficial for businesses with online websites or employees situated in different time zones, as it ensures that they can always receive timely assistance. Having 24/7 customer support is also crucial for companies that rely on a functional IT infrastructure to conduct their day-to-day operations smoothly.

Additionally, MSPs leverage their employees' experience and specialization. The amount of experience you get from your MSPs staff is hard to replicate in an in-house IT department.

There are usually different ways to contact your MSP, and most MSPs have on-site and off-site support. There are also ways to prioritize problems that help you identify the needs of your business.



Uniquely Designed IT infrastructure

The core focus of ITS' services is to manage and take full ownership of its clients' entire IT infrastructure. They specialize in helping companies create unique and suitable IT that is worth investing in.

If your IT infrastructure is non-existent, or old enough that it needs a complete overhaul, your MSP can help build it from the ground up as well. It's one of the biggest services of an MSP, as it allows their specialization in holistic IT management to shine.

They'll be the ones who oversee your server, your network, your workstations, and your cybersecurity. The only thing you need to consider is the price point—how much are you willing to pay to put your company's IT off your hands?



Cybersecurity Maintenance & Cyber Insurance Help

With the rise of cybercrimes, cyber insurance companies are becoming more and more stringent with their requirements. That's why more businesses are approaching professionals to manage their IT. If you need help strengthening your cybersecurity, ITS can help by offering concrete security solutions and recommendations, such as:

- Firewall Management
- BDRs and Cloud Storage backups
- Endpoint Monitoring
- Server Management
- Security Patching

ITS also guarantees that your company is protected under national guidelines for cybersecurity.



Effective Business Communication & Network Setup

With the rise of cybercrimes, cyber insurance companies are becoming more and more stringent with their requirements. That's why more businesses are approaching professionals to manage their IT. If you need help strengthening your cybersecurity, ITS can help by offering concrete security solutions and recommendations, such as:

ITS will also take note of your office's locations, how you prefer to generate tickets, and how you prefer to receive communication from your MSP.

What Are The ITS Services ITS Can Offer?

When talking specifics, here are the services that you can find on the ITS website:



Managed IT

ITS does proactive maintenance, offers round-the-clock support, and constantly works to future-proof your technology. To put it simply, ITS takes over the upkeep of your technology while you focus on more important initiatives.



Co-Managed IT

If you're not comfortable with having a third-party manage your IT, you can opt for a co-managed partnership. ITS will support your existing IT team, and together, they will work to maintain your IT at optimum performance.



Cloud

From migration to upkeep, ITS can help bolster your business agility, data security, and efficiency, to keep you a step ahead. When you partner with ITS, they can solve your collaboration and storage space issues with the state-of-the-art managed cloud service.



VoIP Phone Systems

Improve your business communications by upgrading from traditional phone lines to enterprise-level Voice over Internet Protocol (VoIP). With this modern phone system, your teams stay connected anytime, anywhere.



Business Internet

If you want to get work done with consistently fast and reliable internet, ITS provides an excellent Business Internet service that not only allows your staff to work without interruption but also allows you to deliver better services and experience to customers.



Data Analytics

ITS' Data Analytics service will prep and analyze your data and provide you with valuable reports, so that you can eliminate redundancies, errors, and guesswork during important resolutions. This service also allows you to make smarter business decisions by leveraging actionable data.

What Are The Industries ITS Serve?

ITS provides specialized Managed IT solutions and support for almost 300 industry-leading companies around the country. No matter what category your business falls under, ITS is able to tailor an IT program to meet your unique technology needs. ITS serves businesses in the categories including but not limited to:

- Architecture & Design
- Automotive
- Biotechnology
- Construction
- Finance and Insurance
- Healthcare
- Law Offices and Law Firms
- Logistics and Distribution
- Manufacturing
- Non-profit
- Retail



The Next Steps: How You Can Start Your Journey With ITS



In today's cybersecurity landscape, where network perimeters have become blurry, if not gone, businesses will need more than traditional solutions to protect their network. Let ITS help you take the first steps toward your cybersecurity journey. As part of our initiatives to help businesses like yours thrive, we've been publishing articles in our [Learning Center](#) that can help broaden your knowledge of technology and network security, so you can be up to date with the latest trends and keep your network in tip-top shape.

At ITS, meeting our client's needs is our top priority. [Schedule a meeting](#) with us today, so we can discuss what works and what doesn't in your current IT environment.