

# 8 REASONS TO CONSIDER A MANAGED SERVICE PROVIDER

## MANAGED IT SERVICES

- Remote Network Monitoring
- 24/7 Reporting
- Break/Fix Maintenance
- Preventative Maintenance
- Help Desk Support
- Lifecycle Management
- Patch Management
- Secure Remote Access
- Data Center
- Data Backup & Recovery

More and more businesses are considering managed IT services to tackle their IT needs. Outsourcing IT services help companies increase their profits, reduce internal workload, and gain a competitive advantage, ensuring businesses maintain and support their network and IT infrastructure.

Small to mid-sized businesses require managed IT service providers to support their operations and growth. With a wide range of services available, evaluating the need for a service provider might seem intimidating. This list provides eight things to consider when determining if you require their services.

## **DEPENDENCE ON IT**

Technology is rapidly evolving, and businesses have become increasingly reliant on computer technologies in recent years. IT infrastructure is the backbone of efficient business operations, and this dependence on IT creates a challenge for businesses trying to keep up with new technology. If you depend on IT and find it challenging to keep up with new technology, an expert team can step in to handle the complexities of IT, including deployment, management, and maintenance, ensuring your business runs smoothly.

## **COMPLEXITY**

As technology continues to evolve, it also becomes increasingly complex. This complexity, combined with the high demand and the sophistication required for businesses today, makes it more difficult for many employees to comprehend and use this technology effectively. Companies may require a broad range and depth of technology for operational purposes, including telephony, desktop, network, database support, and security. Many small to mid-sized businesses are at a disadvantage without the appropriate resources.

## **LACK OF PROCESS**

Change causes 78% of all IT downtime. In business technology and operations, eliminating those changes is increasingly essential to decrease this risk significantly. Unfortunately, many small—to mid-sized businesses lack the necessary procedures, documentation standards, and scope of work required to prevent this disruption and downtime.

## **INSUFFICIENT SOLUTIONS**

The occasional network outage is bound to occur. A small, traditional, or internal IT support option may not be suited to handle the magnitude of that event. An external, expert team of IT professionals will proactively monitor these situations and respond accordingly, resulting in less overall IT downtime.

## **NEW TECHNOLOGY**

Businesses today are using new technology at an increasing rate. New, unfamiliar technology causes an increase in complaints and a loss of productivity when things fail to function as they should. Leaving all the network and desktop problems of the company up to the internal staff creates a line of employees impatiently waiting to receive help, impacting the business's bottom line and ability to meet customer needs. By implementing an externally managed IT services program, the demand for internal IT resources decreases, and employees can now focus on other objectives, such as directly supporting strategic business objectives.

## **CONTROLLING COSTS**

During challenging times, many companies frequently reduce their IT budget. In a recent survey of nearly 950 IT managers at companies in North America and Europe, almost half of the respondents said they have already cut their IT spending budgets for the year. Unfortunately, a decrease in IT spending doesn't mean a reduction in service demand. A budget cut adds tremendous stress and pressure on internal departments to support the same amount of work with fewer resources.

## TECHNOLOGY EROSION

Companies must monitor and maintain their computer systems, like any other systems used within the business. Vehicle fleets, manufacturing equipment, and the physical plant have all moved to a preventative approach. If a company does not implement this preventative maintenance strategy for its technology components, disaster might be an unpleasant and unprofitable result.

## COMPLIANCE

In most cases, the technology utilized within an organization must meet specific compliance standards. For example, a company's business processes, supported by technology, may need to comply with the Sarbanes-Oxley Act, HIPPA, the Gramm-Leach-Bliley Act (GLBA), and other requirements. Many companies don't have the resources to fully understand and comply with most of these regulations.

## CONTACT BLUE SKY TECHNOLOGIES

The above issues drive the popularity of partnering with a managed IT services firm. Companies that have transitioned have successfully outsourced their IT infrastructure management to experts, allowing them to focus on their core competencies. Blue Sky Technologies is a reliable and experienced managed IT service provider that can help your business achieve these benefits. Contact us now to learn more about our services and how we can help take your business to the next level.

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