

Gain the Latest Tools and Superior Technology to Stay Ahead.

Keeping up with the latest trends, using only your internal resources, may be unattainable. This is where Managed Services come into play, delegating one, many, or all IT functions to a third-party called Managed Service Providers (MSPs), who are solution experts, providing:

- Network and System Monitoring
- Cybersecurity/Security Management
- Auditing and Compliance
- Cloud Computing
- Device Management
- Applications (Software as a Service)
- Blockchain
- Helpdesk Services

- System Design and Upgrades
- Backup and Disaster Recovery
- Analytics and Reporting
- Hosting
- On Demand IT Support
- CIO/CISO Service
- Cloud Readiness
- AI/ML and IoT Development

Many organizations are turning to Managed Services to help focus day-to-day operations. This ongoing and regular support can be administered on your premises, in the MSP's datacenter (hosting), or in a third-party datacenter. MSPs often focus on one vendor or technology while others include services from other Providers or across technology categories – they may also deliver their own native services in conjunction with other Providers' services.

WHAT NEEDS TO BE CONSIDERED

You can depend on MSPs to handle your business operations and processes to increase productivity and efficiency. Managed Services are one of the most popular practices among organizations, particularly Fortune 500 companies, with demand largely driven by:

- Increased pressure for organizations to stay updated with the latest technological advancements
- Regulatory compliance demanded by their industry and/or the technology used
- Lack of technical expertise among the internal team in the organization, and an inability to attract the required talent (from a very competitive marketplace)
- Awareness of the increase in the number of Cyberattacks
- Specific expertise/technology that is not viable to maintain inhouse

- Managed Service Providers ability to provide greater insight and expertise at a predictable monthly cost

New technologies are also commonly embraced through a Managed Services approach, with many options available for Virtual Reality (VR), Augmented Reality (AR), Artificial Intelligence/Machine Learning (AI/ML), Blockchain, and IoT. With the market constantly evolving, MSPs are often on the forefront of the latest trends and able to provide the best services for organizations.

When hiring and training new internal staff, managing IT equipment, handling Security, or deploying systems on your own, unexpected expenses can come. MSPs help break down these costs into monthly fixed payments and reduce the huge in-house expenditures.

COMMON MANAGED SERVICES OFFERED

Cloud Computing. Benefit from the flexibility and scalability that comes with adopting Cloud approaches – whether the move is complete, or a gradual stepped approach to transition over time or due to unique situations, like legacy solutions or compliance requirements.

Hosting. This one service can often bleed into others, encompassing a wide array of offerings, including infrastructure components (servers), web hosting, off-site backup, data storage, virtual desktops, related software, databases and even Cybersecurity.

Network and System Monitoring. One of the most time-consuming tasks for any organization is Network and System monitoring. MSPs can take on this role through a remote monitoring and management platform. This helps your IT staff focus on optimizing performance and reducing losses elsewhere.

System Design and Upgrades. MSPs work with you to understand your unique requirements and business objectives – keeping an eye on all the upcoming industry trends and changes in technology to ensure upgrades are done routinely, and the organizations stay ahead of their competition.

Cybersecurity/Security Management. Another important role for the MSP can be to help protect you from Cyberattacks by providing regular software patching, testing, training, maintenance, policy development, and other security management services.

Backup and Disaster Recovery. MSPs can also help ensure the integrity and safety of your organization's data – overseeing practices that maintain adequate backups, and position data to be easily recovered in the event of a disaster or Cyberattack.

CIO/CISO Service. Having a solid grasp of security, at the C-Suite level, can often be tough to acquire. Having elite leadership can provide the vision, expertise, and long-play knowledge necessary for organizations who are unable to onboard in-house due to organization size or other factors. This service can often be called on quickly, contracted both on the long or short term, while providing flexible terms. They can even act as a transitional step, or help with the executive search, to allow the time and due diligence to find the right hire.

Device Management. This service can step in throughout the lifecycle of any hardware, like laptops or cellphones, conducting the sourcing, set-up, distribution, maintenance/support, and eventual retirement of the device. You can decide on whatever level of engagement works best, from low involvement where devices are delivered by the pallet and require in house setup, to heavy involvement where individual devices are sent pre-configured and ready to go to the end-user.

Internet of Things (IoT). The growth and demand for smart devices will continue to grow, resulting in organizations like yours needing help in identifying their needs/possibilities, developing the appropriate appliance/solution/device, maintaining the deployment, and interpreting/managing the data it produces.

Blockchain as a Service. Service Providers can help with Cloud-based solutions to build, host and use your own blockchain apps, smart contracts, and functions. Security plays an extremely important role, keeping data in a tamperproof datastore, with tampering detection protocols.

Applications (Software as a Service/Applications as a Service). Applications can be delivered on-demand through the internet; charged based on usage, number of seats, or via a monthly/annual subscription model. The MSP can also provide the latest updates and ongoing support.

On Demand IT Support. Just like how a Contact Center provides economy through scale (while delivering added functionality), Manage Service IT Support provides fast 24/7/365 all-inclusive assistance at a predictable cost.

Auditing and Compliance. Compliance causes huge stress on organizations that do not have the required expertise. MSPs are very familiar with all the compliance standards and can help your organization decrease risks related to client data, payment information, documentation, and other sensitive information.

Analytics and Reporting. MSPs provide regular analytics and reporting to help you evaluate your network performance and other KPIs. These unbiased snapshots of workflows in the organization, can even elicit suggestions for improving them, and when interpreted the valuable information necessary for informed decision making.

FUTURE TRENDS TO ANTICIPATE

Emerging Technologies. Emerging technologies like IoT and Blockchain have created more opportunities for working with MSPs. Organizations need to train and hire people with a deep skill set and understanding of these technologies, which can turn into unexpected costs for the organization. MSPs bridge this gap by providing substantial invested knowledge on these technologies – letting you get up to speed and utilize the solutions advantages faster!

Growth of Cyberattacks. The increase in Cyberattacks has forced companies to focus more on their security posture. MSPs help organizations put security solutions in place (training, detection, prevention, disaster preparedness) and recover in the event of the Cyberattacks. Most security professionals postulate that being attacked is a matter of when, not if, it will happen.

Increased Mergers and Acquisitions. With the increase in this activity, MSPs have become increasingly in demand. MSPs are able to provide

a range of services for different customers under one roof, or across sites. Organizations can take advantage of this and outsource their large IT operations, with the goal of maintaining separate networks or blending the two entities.

Cloud Services. Organizations are also increasingly utilizing Cloud services to build new platforms and meet digital transformation needs. MSPs can provide consumption-based pricing models and handle them accordingly.

Growth in Subscription Based Technologies. There has been a tremendous increase in subscription-based technologies such as Hardware-as-a-service (HaaS), Software-as-a-Service (SaaS), Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Disaster Recovery-as a-Service (DRaaS). These offerings can give you an advantage in terms of cost, scalability and security. MSPs can help switch to subscription-based services easily and help with their management.