Why Your Business Needs A Managed Service Provider

Introduction

When launching a startup, the CEO and other investment partners can expect to spend up to 35% of their budget on IT equipment and services. As the business continues to grow, vulnerabilities in the network and technical issues with the hardware will be ongoing concerns.

In this white paper, we will discuss the benefits of outsourcing technology management to a trusted Managed Service Provider (MSP) that provides relevant IT services tailored to a company's expectations.

Topics That We Will Cover

1. Definition of a Managed Service Provider (MSP); setting expectations
2. The benefits of outsourcing an MSP
3. Why it is essential to outsource an MSP

What is a Managed Services Provider?

A Managed Service Provider delivers on-demand outsourcing of technology services for a client's IT infrastructure and end-user computer systems to help cut expenses and improve operations. Under a subscription model, the client and MSP are bound by a Service-level Agreement (SLA) that describes the performance requirements and expectations for each party.

What to expect from an MSP

- 99.9% uptime guarantee
- Expert consultation
- Custom server and PC builds
- Cloud-based solutions
- Backup and disaster recovery solutions
- Network monitoring/set up/access controls
- Access to a large team of IT professionals
- Website construction/e-commerce
- Web presence hosting and maintenance
- On-site or remote desktop and server support, installation and troubleshooting
- Business communications - Email and messaging services set-up

- Security measures: anti-malware, anti-virus, access controls, firewalls
- Certifications, reputation, and commitment to customer service
- Cost management
- Other tailored solutions custom for a specific business

What are the benefits of outsourcing an MSP?

Some of the benefits when outsourcing an MSP can include better cost control, greater predictability in expenditures, improved time management, and a higher return on IT services investments.

 In outsourcing IT infrastructure management to an MSP, an organization can gain both flexibility and scalability, allowing its employees to focus on their core strengths. It also provides the company with peace of mind and the assurance that they will be reaping benefits from the latest technologies that are being used by business leaders of today.

A key benefit of working with an MSP is their ability to hire new IT professionals, and to do so quickly. The alternative (hiring internal IT staff) frequently requires extensive vetting, orientation, and training time, placing an undue burden on the company. As of today, there is a substantial shortage of professionals who have relevant knowledge of such procedures, protocols, and implementation strategies, all of which are vital in a fast-moving business world.

Yet another benefit stems from the proper management of remote workers and their devices. As more companies move towards allowing their employees to work from home, new security protocols and compliances must be set in place to make sure everyone's computer systems are the most secure and functional when out in the field.

Why is it important to outsource an MSP?

It is almost impossible for employees and business owners to keep up to date with the technology landscape while simultaneously attending to their primary job functions. Staying abreast of the latest in technology and cybersecurity is a substantial commitment, and a do-it-yourself approach may not lead to successful results.

Automation: A high percentage of all IT incidents occur because of human error. MSPs provide analytical tools that help you track these incidents in real-time and help you develop automated solutions that prevent these from happening in the future.

Cost-effectiveness: The majority of MSPs operate on a subscription-based model. Clients receive a customized SLA that meets and exceeds the company's requirements, allowing them to pay for what they need at the time they need it. The result is increased productivity and reduction in the total cost of infrastructure ownership.

Reduce annual cost: The most significant return on the company's investment falls into place when vesting in these types of services. It does not make sense to invest in something that will give you little or no return. Companies can expect to spend less on IT services and equipment.

Conclusion

An MSP will partner with you, and help take your company to the next level:
- Gain peace of mind
- Become more scalable
- Drive automation
- Grow and improve your core business

The use of managed IT services is a vital component of SMBs today. The MSP market is growing more rapidly than ever before, doubling in revenue year after year. Forecasts indicate that the MSP market sector will increase to nearly $300 billion by the year 2023. It is rapidly becoming the norm for a successful business has an ongoing partnership with an MSP.