

Guide to Managed IT

Learn how Managed IT can benefit your business



Table of Contents

- 03** Guide to Managed IT
- 04** What is a Managed IT service?
- 05** Top 5 Reasons to adopt a Managed IT service
- 07** Common Objections
- 08** Checklist

Guide to Managed IT

Why you should consider a Managed IT service

With digital transformation accelerating, organisations have been busy looking at ways to accelerate performance, strengthen data security, increase agility, streamline processes and become data-driven through the use of technology.

However, not every organisation is in a position to tackle a digital transformation project, due to a lack of resources or skills. This is where a Managed IT service comes in.

This guide will provide you with useful hints and tips on...

- What is a Managed IT Service?
- Top 5 reasons to adopt a Managed IT Service
- Typical objections or concerns



What is a Managed IT Service?

When you adopt a Managed IT Service, you utilise a third party to handle everything, from support to disaster recovery, backups, infrastructure and cloud solutions. More importantly you should have a strategic partner that's there to offer advice and guidance.

Supplementary support provides those essential resources when your business needs them the most. For example: to cover periods of sickness, when internal teams are over-stretched or to address a temporary skills gap.

Top 5 Reasons to Adopt a Managed IT service

When considering a Managed IT Service, business leaders are often concerned about a loss of transparency and control. However, the investment in internal IT teams can prove to be both time consuming and costly.

Here are the top 5 reasons to adopt a Managed IT Service.

Growth

You're a start-up or a business that's experiencing growth and require access to additional resources or skill-sets to compliment your digital transformation project or internal support teams.

Focus

You want to free up your existing internal resources, so they can focus on the business growth or strategy. For example, during the implementation of a new line of business application or simply to kick start your digital transformation journey.

Cost

When you adopt a Managed IT Service, you're gaining a strategic advisor that can work with you to introduce performance, reliability, resilience and cost improvements.



Knowledge & Wisdom

It is often difficult for your internal support teams to support the business and to develop their personal capabilities and skills. Through the introduction of a Managed IT service, your business is gaining access to additional knowledge, wisdom and capabilities - that can help you drive your business forward.

Reduced Risk

Managed IT services can provide you with the confidence that you need that your business is protected from a loss of internal IT resources. For example: due to sickness or staff turnover.

Common Objections

Additional costs

Managed IT services may introduce additional costs to the business, however, these costs can be mitigated through improvements to business efficiencies, the potential transition from a Capex to Op-Ex model or to off-set future recruitment requirements.

Loss of control

A common misconception is that when you adopt a Managed IT (or cloud) service, you lose control. In fact, your internal support teams often gain greater insight and knowledge of the business performance and operations. Additionally, your business is gaining access to a wealth of additional resources, that are there to support you - so that you can focus on what matters most.

Security risks

The cyber-threat landscape has changed considerably in recent years, as has compliance and regulatory requirements. Through the adoption of a Managed IT service, you can achieve considerable improvements in your organisation's security. However, not all service providers are certified to manage your data securely, so for peace of mind ensure that your selected supplier is certified to ISO 27001:2013 Information Security Standards.



Checklist

Selecting the right Managed IT provider can be challenging, so here is a checklist to help you get started.

- Certified to ISO 27001:2013 Security Standards
- Relevant technology and supplier certifications and accreditations
- Guaranteed Service Level Agreement
- 24/7/365 Emergency out of hours support
- Flexible, transparent costing model
- Contact methods that meet your business needs, including the ability to raise tickets.

The top 5 objectives to discuss with your new Managed IT provider.

- Onboarding process, including the review of existing infrastructure and remedial work requirements
- Comprehensive gap analysis, to understand what efficiencies and improvements can be introduced
- Training and support
- Deployment time frames, project planning and procurement

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