Leaner IT Department, No Problem!

We often hear the term "Managed Services" (MS) being thrown around but do we really understand what it encompasses? A simpler way to explain it could be "strategic outsourcing" whereby companies outsource certain (or entire) parts of their IT department to a Managed Services Provider (MSP). Essentially, MS are a suite of services provided by MSPs to help businesses to maintain and manage all of their technology and communication needs, illustrated by the following examples:

Availability Monitoring: The MSP helps ensure that applications are always available and meeting user expectations for response time as continuous updates are rolled out. The team also helps to ensure that usage has not exceed the systems' capacity and notifies the end-user whenever over capacity happens which could help prevent work disaster.

Backup & Restore: The MSP ensures that data is backed up daily and ensures that the data can be restored quickly in times of need.

Security Management: MSPs can also implement anti-virus, network firewalls to ensure that enterprise systems are healthy and free of viruses and malware.

IPCM (Incident, Problem, and Change Management): The MSP also helps take care of time consuming IT tasks such as: incident management, change management and patch management to ensure that your team can focus on achieving business goals.

So with the basics of MS simplified and laid down, here is why you should use MSPs summarized in 100 words.

MSPs are able to manage all of your current and future tech including time consuming patch and software updates helping you to free up more capacity to focus on the things that matter: achieving business goals. Companies will be able to get an up-to-date system whilst saving on hiring. The convenience of having an account manager means that companies simply approach their designated account manager for any issues. Finally, MS also covers the implementation of back-up and disaster recovery in times of disaster. The use of sophisticated solutions also helps anticipate worse case scenarios as well as eliminate human errors.