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Managed IT Services

Helping You Navigate Complexity and
Future-Proof Your Organization



Managed IT Services

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About Infoaxis

Infoaxis is dedicated to providing the IT service, support and expertise to keep you focused on running your business, instead of managing constant technology problems. We work as an extension of your business to ensure your IT systems contribute to the efficiency, productivity, and profitability of your organization. Let our team of experts show you how the right managed services strategy can bolster your business growth.



INTRODUCTION

Having a comprehensive IT department is not a viable solution for most small and mid-size businesses, and some cannot afford to deploy even one permanent IT employee. Fortunately, there is a well-established service industry known as “Managed Services” to help.

For small and medium sized businesses (SMBs) in today's high-tech society, Information Technology (IT) has become a significant consideration. Business owners are under constant pressure to conduct business more efficiently and improve employee productivity while at the same time reducing costs.

In addition to these typical business challenges, many owners can be frustrated by the complexities of dealing with emerging technologies. Implementing new technology and updating current assets is a difficult job and can disrupt day-to-day operations. Systems can be struck with spam, malware, or malfunctions that can cause employees and production to sit idle. What's more, systems often do not operate at optimal levels to fully satisfy the organization's needs. Too much downtime is experienced waiting for technicians to come and solve each individual problem.

Growth-oriented companies need well-organized IT infrastructure so that leaders and teams can focus on scaling their business instead of trying to solve IT failures. Having a comprehensive IT department, however, is not always a viable solution for many SMBs. Few can afford to deploy even one permanent IT employee.

Fortunately, there is a well-established service sector known as “Managed Services” that is the solution for managing business technology today.

81%

of organizations reported that IT is a strategic enabler of their business. This means IT allows organizations to promote their strategies of success.

[The Growth of Managed Service Providers: Why are they Necessary?](#)
[\(etech7.com\)](#)

What are Managed Services?

Managed Services are provided by a third party, who becomes the SMB's virtual IT department. Today, Managed Service Providers (MSPs) offer a range of services from remote support, to both remote and on-site support plus cloud support (if they have the skills and certifications), along with cybersecurity services. MSPs employ consultants and engineers who specialize in networks, computer and application support, cloud, and cybersecurity. Typically, Managed Services are delivered from a remote location via the internet, but on-site proactive and emergency services are also provided when necessary.

Services range from basic network monitoring to backup support to co- and fully-managed IT services. MSPs can also provide overall support for day-to-day operations and on-demand support for any other major needs. Services are usually provided on flat monthly fee or per-device basis.

“...Managed services provides affordable solutions to the complex technology problems of small businesses for a fixed monthly fee.”



Types of Services

MSPs offer a evolving array of services, including:

- Desktop, laptop, server, and networking support
- Data backup and disaster recovery
- Network and infrastructure security
- Remote network monitoring
- Virtual CIO services
- Technology evaluation and planning
- Remote work management

The following pages outline these services so you can determine which best meet your needs.

55%

of SMB owners believe the tech tools their organizations use right now actually get in the way.

[6 Managed Services Stats Every Business Owner Should Know](#)
(hctechguys.com)



TYPES OF SERVICES

Desktop, Laptop, Server, and Network Support

Regular maintenance and monitoring of company IT assets are essential to optimizing performance. An MSP offers various solutions for ensuring technology is functioning properly and protected against all the latest potential threats and disasters. The MSP's consultants also provide troubleshooting services and recommendations to forestall trouble and ensure optimal performance.

Data Backup & Disaster Recovery

Backing up data is essential and should not be ignored, yet many SMBs do not schedule regular data backups. In the MSP's remote backup facility, a backup of data is made regularly and tested. Files are housed in a secure, off-site storage facility, requiring no additional hardware from the business. Remote backup and online backup help small businesses avert data loss in case of disaster.

Network and Infrastructure Security

SMBs need cybersecurity more than ever. They have become major targets for hackers, who can easily attack smaller network footprints which often lack adequate security measures. An MSP provides tools and techniques such as firewall management and employee education to help protect operations from hackers, ransomware, and viruses.

Remote Network Monitoring

An MSP can monitor the critical components of a network such as switches and firewalls without having to be at the SMB's location. Consultants troubleshoot problems remotely to minimize network downtime. With automatic alerts, issues are detected and resolved before they can significantly impact network performance.

TYPES OF SERVICES

Virtual CIO Services

Many large firms have a dedicated Chief Information Officer (CIO) who guides their firm through the various challenges of directing and upgrading their IT assets, and oversees day-to-day operations. For many SMBs, this responsibility typically falls on the business owner, who many not have the time or technical knowledge to make the best decisions. Some MSPs can provide this service, which allows the owner to focus on revenue-generating activities while being assured their technology infrastructure continues to support their business. The benefit here is the virtual CIO often has a team behind the scenes supporting them, providing even higher levels of service.

Technology Evaluation & Planning

Most business owners employ an “ad-hoc” approach to dealing with technology and have no long-term plan for future needs. MSPs can provide a comprehensive infrastructure assessment and evaluate the current IT setup. Then they can suggest possible changes to maximize technology effectiveness aligned with the SMB’s risk tolerance and growth strategy.

Remote Work Management

Most businesses today have a remote component to their operations. SMBs must seriously consider using Software as a Service (SaaS), which allows them to utilize cloud-based infrastructure so employees can work from anywhere with an internet connection. Though transitioning to remote or hybrid work environments can be costly, a proactive MSP can be a huge help. They can guide the transition to a cloud-centric infrastructure and can manage the day-to-day operations the new infrastructure requires. This frees up the business owner to focus on leveraging the new remote capabilities for business growth.



Key Benefits of Managed Services vs. Break/Fix

Most companies use the “break/fix model” of technology management: when technology fails, a technician is called in to fix the problem and the company pays a fee for the service. This model can result in repeated downtime and lost productivity. In addition, there’s little incentive for the service provider to keep the client’s network and systems running efficiently. After all, the provider only makes money when the technology breaks down.

MSPs, on the other hand, provide affordable solutions for SMBs at a fixed monthly fee. MSPs are fully focused on keeping their clients’ systems up and running, because repeated technology failures mean higher costs for them.

With managed services, business owners have access to external technology experts who are constantly available to monitor and fix company networks. With an MSP managing technology, the network is protected against the latest security threats, and the organization benefits from a larger IT team working for their company at a reduced cost.

“... Managed Services helps business owners by simplifying IT operations and improving the reliability of networks. Instead of spending time worrying about technology, business owners can be focused on achieving their organization’s mission.”



According to a survey conducted by Varonis,

64%

**of Americans don't
know what steps to take
in the event of a data
breach.**





Work with a Proactive Managed Service Provider

In today's uncertain and volatile times, you need an MSP who has your best interests in mind. Infoaxis is known for forward-thinking IT strategies and solutions that enable our customers to manage their technology assets more effectively.

When you engage us as your MSP, you get our dedicated IT and cybersecurity staff to support your business. Here are just a few of the benefits you can experience:

- Peace of mind from knowing technology problems are resolved before they can disrupt your business.
- Improved network and hardware performance, with a significant decrease in network downtime.
- Increased employee productivity – even with remote or hybrid work environments.
- Optimized ROI on your technology investment.
- Most importantly, your IT infrastructure becomes a strategic asset and a growth enabler for your organization.

INTERESTED IN LEARNING HOW INFOAXIS CAN HELP?

Contact us at Marketing@Infoaxis.com or 201-236-3000.



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201.236.3000

www.infoaxis.com/services-solutions/cybersecurity