



# **REDUCING IT OVERHEAD WITH MANAGED SERVICES**

*DEVELOPED BY U.S. COMPUTER CORPORATION*

## WHAT IS “MANAGED SERVICES”, AND WHY DO I NEED IT?

As you may have already heard or realized, there are many “fads” or hot topics that seem to come and go within the IT Industry. It is usually quite simple to determine which ones will fade away and which ones will stick around. Managed Services seems to be one of the few that has made its mark and is changing the way IT Services are being offered.

With an unstable economy and an uncertain future ahead of us, many businesses are looking for ways to more accurately predict costs and reduce overhead. However, every business is also looking for ways to be more profitable by increasing productivity. So how can you predict/cut costs while simultaneously increasing productivity? - Answer: **Managed Services**

So what is Managed Services? Managed Services is most commonly defined as a way to bundle services, hardware, and software together for a reduced rate. However, there is no “one size fits all” scenario, and developing a proper Managed Services plan can be time-consuming. In many cases, Managed Services plans should be reassessed and/or readjusted on a routine basis.

## KEY BENEFITS

While there are many benefits to implementing some form of Managed Services within your organization, we would like to focus on four of the major ones. In no particular order, these benefits are:

- Lower total IT costs
- More dependable IT Infrastructure
- Increased response time
- Increased understanding of IT Infrastructure

## LOWER TOTAL IT COSTS

At the end of the day, “lower total IT costs” is a part what we’re all trying to accomplish. While there are many ways Managed Services can play a key role in driving down some of those costs, it’s important to note that there are many types of Managed Services. The three main Managed Services are typically classified as:

- Help Desk/Desk-side Support
- Hardware-as-a-Service (HaaS)
- Software-as-a-Service (SaaS)

**Help Desk/Desk-side Support** is one of the simplest forms of Managed Services to implement. Help Desk Services as well as onsite Desk-side Support are the two forms of Managed Services we implement most frequently. These services allow us to be more proactive by applying preventative patches and updates, while more closely monitoring the health of your Systems. This allows your current internal IT staff to focus on more strategic planning and higher-level Infrastructure upgrades.

If you do not already employ your own IT staff, this is a great way to provide Enterprise-level IT services to your Users without having to pay the premium costs. With Help Desk and/or embedded Desk-side support, you have a whole company behind you, keeping you up to date with the latest technology.

In addition to first-class support, you are able to more accurately predict your month-to-month IT costs since they are reoccurring. Keep in mind that there is always a discount associated with a packaged service.

**Hardware-as-a-Service** can almost be thought of as an equipment lease. However, we include the support for all equipment as part of our HaaS Managed Service offering. In addition to no upfront capital expenses for equipment, HaaS allows you to stay current with your Hardware. For example, if you sign up for a three year HaaS plan for all of your Desktop PC’s, we will provide you with the option to purchase that equipment at the end of the term, or simply renew your contract and we will replace all of your Desktop PC’s with the latest models available.



**Software-as-a-Service** functions in the same way as Hardware-as-a-Service, except with Software-as-a-Service all of your common business applications can be bundled into one monthly charge. One of the key features that sets us apart is the fact that we write custom software tailored to your exact business needs. If there isn't a product on the shelf that can handle your business processes, we can sit down with you and design an application that will do everything you need. We can then provide that software for you at a monthly charge.

#### **MORE DEPENDABLE IT INFRASTRUCTURE**

It's never a matter of "if" you will have a problem, it's "when" you will have a problem. We work with some of the most sophisticated, high-end systems out there, and have yet to come across the "perfect" system that is guaranteed to never have any issues. If such a thing existed, we wouldn't have jobs!

With trained IT personnel providing Help Desk support for your Users, and/or embedded System Engineers maintaining your Infrastructure onsite, the dependability of your Systems will increase dramatically. Help Desk Support Teams and System Engineers are trained to look for problems before they occur, which goes back to "lowering total IT costs". Through the use of Managed Services, many problems are caught before they occur, decreasing unexpected downtime for Users, and lowering the need for call-on-demand services.

#### **INCREASED RESPONSE TIME**

With a dedicated Help Desk Support Team, help is just a quick phone call away. Help Desk Support Teams are equipped with the tools needed to remotely access Users' Systems and address as many issues as possible without having to have personnel onsite. If you have the need for embedded Desk-side Support, you will have the benefit of System Engineers being at your beck and call while onsite.

#### **INCREASED UNDERSTANDING OF IT INFRASTRUCTURE**

With Managed Services, you can benefit from the experience we bring as a company. Many of our System Engineers have been with the company for over 15 years, and most of them have been involved with IT for much longer. We bring an in-depth, wide range of IT expertise to the table, all to your benefit. We have implemented and supported countless Infrastructures and Systems over the last 35+ years, and there aren't many issues that take us by surprise.

With Managed Services, your IT Infrastructure rests in the hands of many, highly-trained Engineers, and no matter how small or large your Infrastructure may be, there will always be multiple Engineers that have a full understanding of your Systems and Users.

#### **SUMMARY**

Not every solution works in every business, and most worthwhile solutions have to be customized to your business needs and processes. Managed Services is an offering we feel most business can greatly benefit from, and at the very least, should always be considered as a possibility.

We would greatly appreciate the opportunity to sit down with you and discuss a possible fit for Managed Services within your organization. We look forward to hearing from you!



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