IPRO

Have the Efficient Company You've Always Wanted with Managed Services

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Historically, businesses were forced to hire entire teams of IT employees to make up their office IT team. They relied on this team to make the best decisions regarding their network infrastructure, their hardware and software purchases, and their updates and repair work. While somewhat effective, such teams invariably came with several drawbacks – most of which are now remedied simply by hiring an outsourced Managed Services team.

Like many modern business owners, you may very well be leaning toward the possibility of doing away with your own in-house IT support team altogether and making the switch to outsourcing your IT needs to Managed Services. It may seem like a risky venture when you first consider making such a large change within your corporation, but consider the benefits over the in-house team.

Let's take a look at a few of the reasons you might want to consider moving on from your traditional in-house IT department – then examine some of the great things your Managed Services team at IPro can provide for you and your organization.

Technical Support When You Need It

With your standard in-house IT guys, they're employees. They usually come in around the same time as the rest of your staff, they work on your IT needs during regular business hours, and at the end of the business day, they go home just like everyone else.

Weekends, holidays, vacation time – they're usually unavailable. So if you have an emergency during "off-hours," you have two choices:

1
Call them at home and beg them to start working on the problem now.
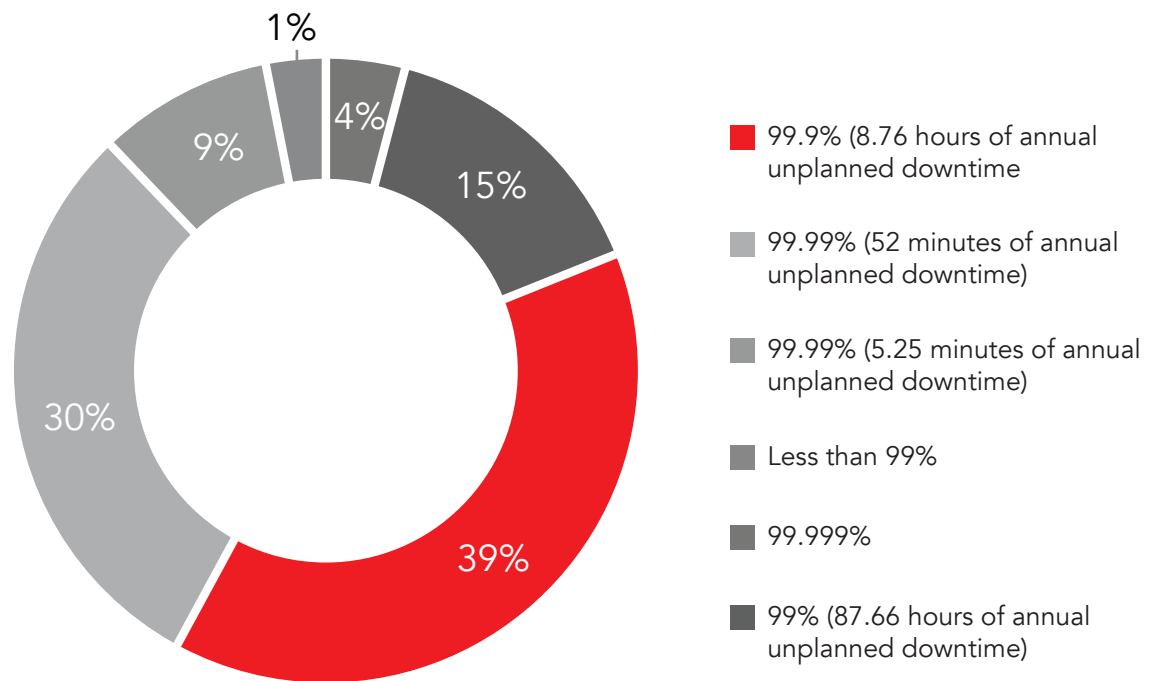
2
Suffer through it, and force yourself to wait until the next business day.

Neither of these options are fun – especially if it's during a holiday. How good will you feel pulling your IT support staff away from the family table in the middle of Thanksgiving dinner? It's a bad situation all-around.

However, if you have outsourced Managed Services from IPro, we're always available. Really. If you have an issue at 3AM you need addressed right then, you can call us and we're on it. We're even available on Thanksgiving – as well as all the other holidays.

These days, most businesses can't afford downtime. Not even a little. When asked, most businesses said they need to be up-and-running at least 99% of the time or greater.

Survivable Annual Unplanned Downtime, According to Various Businesses

1%

9%

4%

15%

30%

39%

- 99.9% (8.76 hours of annual unplanned downtime
- 99.99% (52 minutes of annual unplanned downtime)
- 99.99% (5.25 minutes of annual unplanned downtime)
- Less than 99%
- 99.999%
- 99% (87.66 hours of annual unplanned downtime)

IPro's Managed Services are Self-Managed and Self-Contained

Having employees who make up your IT support staff have the same downfalls as having any other kind of employee: in the event an employee requires re-training, reprimand, or worse – termination, it generally falls upon you, the employer, to handle the dirty work. It's no fun, and no one enjoys it – but it's a necessary evil of running a business with employees.

One of the more refreshing aspects of securing Managed Services through IPro is that we manage ourselves. If ever there's any kind of issue with any of our staff, we handle everything from top to bottom.

We ensure all our techs are well-versed in every aspect of your current hardware and software, and if we have a new upgrade coming for you, we make certain the techs know it backward and forward before you even have it in place. Education + Independence = Efficiency.

Managed Services Are a Provided Service, Not Employees

You hire employees. You pay employees. You pay taxes and benefits for employees. The bottom line is: employees are expensive. Whether they're hired as a 1099 contractor or a full-on W-2 employee, the cost of keeping actual individual employees on staff can be one of your organization's highest expenses – and the more there are, the more you end up paying.

When you hire IPro for your IT Managed Services – while we definitely become your company's official IT department – we

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As American SMBs are statistically increasing technology spending <u>50% each year</u>, it's definitely important to ensure you get your money's worth.

are definitely not employees. We're a service, offering additional services such as VoIP, Cloud Computing, Network Security, and more. And – as such – we are paid as one of your *service* providers.

A poll completed by the Computing Technology Industry Association found that 46% of organizations relying on Managed Services say they have reduced annual IT budgets by at least 25% as a result. Just as you pay the monthly power bill, phone bill, and rent payment, you also pay your IT service bill – which will likely save you a considerable amount of money over keeping an in-house IT team on staff.

Give the Experts at IPro a Call about Managed Services.

You might have a few more questions or concerns about moving forward, and we're here to answer them for you. Let's talk about it. We're certain after our talk, you'll feel much more comfortable about utilizing Managed Services for your IT needs.
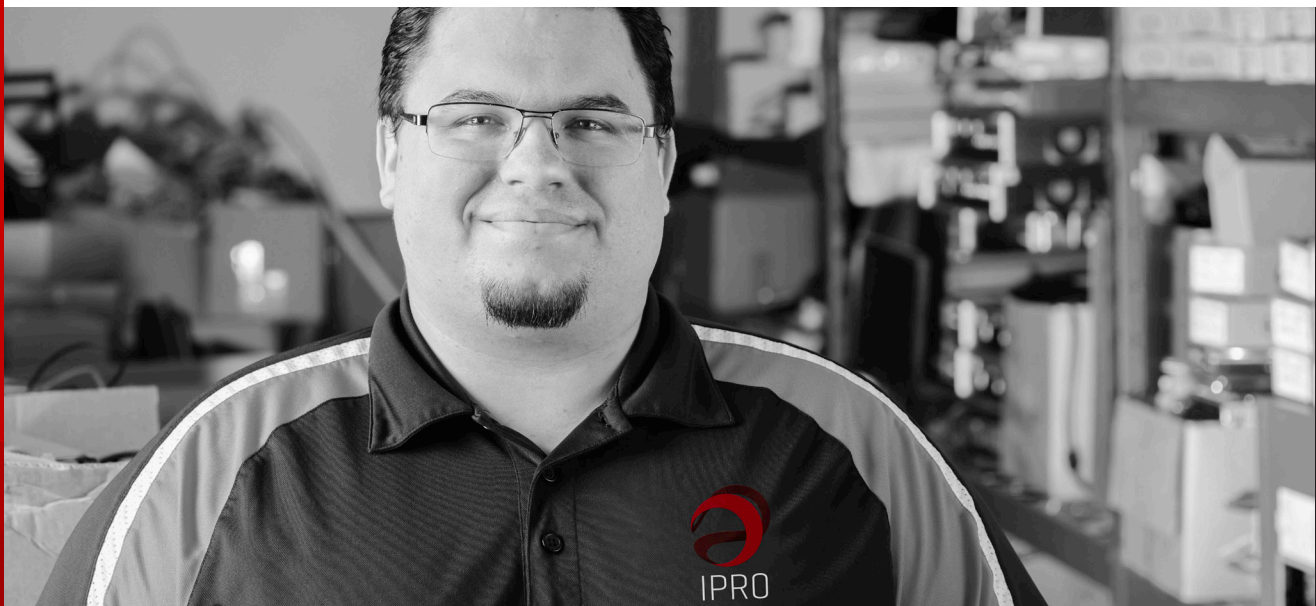
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