



WHITE PAPER

Proactive IT Services Save Small and Medium Businesses Thousands of Dollars Yearly and Improve Service Response Time

By Connected Technology, LLC
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Why Proactive IT Services

Every dollar a small business spends needs to have an immediate and quantifiable return. This is especially true for critical services such as IT (information technology) support. If you are one of the millions of small businesses that depend upon your technology to keep your business running, proactive Managed Services will save you money, improve your efficiencies and reduce your downtime.

The Solution

With the advent of new monitoring tools and the ability to remotely deliver help desk services to small businesses all over the world, Managed IT Service Providers have developed proactive maintenance plans for their clients that maximize their uptime and reduce IT costs over time. By implementing newly available automated processes, systems can be patched and updated overnight without the need for onsite visits, or disrupting an organization's work day.

In addition, remote help desk tools and technology allow Managed IT Service Providers the ability to react immediately and assist users when they experience day-to-day problems, without forcing them to wait for an on-site service call.

Forward-thinking Managed IT Service Providers are also implementing proactive remote Network Monitoring tools and services, which evaluate the performance of systems 24 hours a day, 7 days a week, and alert these Service Providers of potential issues before they become work-stopping problems for their clients.

The Details

Implementing and receiving the benefit of these solutions is painless for the Small Business Owner, as Managed IT Service Providers can begin delivering these cost-saving and efficiency-improving services soon after deploying specialized software

"Our firm cannot speak highly enough about the response times and the excellent service we receive from Connected Technology. We've had computer outages, bugs, surges, etc. (like any network system) and often times I'll get a call from Connected Technology BEFORE I get a chance to call them and report the problem. The most impressive thing about our relationship with Connected Technology is ... we have contracted with an IT service provider that truly cares about our business."

[Dr. David A. Wallman](#)
Smithtown Chiropractic, NY



agents on all managed equipment. These agents report device health, service pack and operating system, antivirus and anti-spyware update information back to the Managed IT Service Provider's monitoring systems, allowing real-time analysis and proactive management to occur.

Specialized software applications installed at the Managed IT Service Provider's location also track all problems reported by their monitoring systems and end-users, and are used to document all steps initiated for resolution. These applications provide a ready knowledge-base of information which grows over time, allowing swift resolution for issues that have been previously documented.

The Benefits

Benefits from Managed IT Services enjoyed by Small Business Owners are many, and include:

- increased operational efficiency
- the ability to reduce and control their operating costs; and
- gain access to Enterprise-level support

In addition, these Small Business Owners are now able to focus on running their businesses, and not their networks, and receive the peace of mind that comes with the knowledge their networks are being monitored 24 hours a day, 7 days a week.

Success Story

Smithtown Chiropractic has partnered with Connected Technology for their IT needs and Dr David A. Wallman exclaims, "Our firm cannot speak highly enough about the response times and the excellent service we receive from Connected Technology. We've had computer outages, bugs, surges, etc. (like any network system) and often times I'll get a call from Connected Technology BEFORE I get a chance to call them and report the problem." He adds, "The most impressive thing about our relationship with Connected Technology is ... we have contracted with an IT service provider that truly cares about our business." Visit Smithtown Chiropractic at www.drwallman.com .

For more information on how your organization can benefit from Managed IT Services call 631-724-6504 or send an email to info@connectedtechnology.com.