Special Report

The IT Director's Guide To Co-Sourced IT

A superior approach to lowering the risk, difficulty, and cost of addressing cybersecurity, compliance, and IT support for your growing organization.

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Introduction

As an IT Leader, no one knows about the never-ending list of tasks and to-dos better than you. For many organizations, additional resources are needed to support existing IT teams. There is always something else that needs to be done.

Given today's tight labor market, belt tightening due to economic conditions, and the challenge of finding the rights skills for your team, could an alternative way to accomplish many of your IT operational functions be a solution to free you and the rest of your team up to focus on other, priority items in your organization?

Co-Sourcing is a flexible solution that gives you the right level of additional IT support, tools, and services to supplement your internal IT team with tasks related to IT operations. It also helps with backend systems that require daily care and feeding but are not the "high-impact" activities that require your focus. (And those tasks aren't always given the proper attention they require.) Co-Sourcing alleviates your workload, helps to improve IT functions and maturity, and addresses your cybersecurity and compliance needs in a reasonable, cost-effective manner.

We currently work with several dozen organizations in the Columbus and Central Ohio region with Co-Sourced solutions to meet their ever-changing needs.

I'm confident this e-book will help you better understand the significance of the challenges you face and the options that are available to you and your team.

If you have any questions or would like to discuss your options in detail, please reach out to me at **614.495.9658** or email me at **michaelmoran@aresgrp.com**. I'll be happy to help you explore Co-Sourcing with your IT team and discuss a good fit for your organization.

Mike Moran
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How IT Leaders Are Addressing Their Resource Dilemma

Between the rising cost of internal resources, a continuing labor shortage, and the amount of time and effort it takes to keep your organization productive, secure, compliant, and running smoothly, it is no secret that it is becoming more difficult for IT to stay ahead of the cure.

For example, here are just a few concerns of most IT leaders:

- Security risks and protection of their systems and data

- Increased complexity in the market, falling behind, and the ability to scale effectively

- Additional industry regulatory compliance requirements

- Requirements for a more "operationally mature" approach to managing the IT environment from regulatory and insurance requirements

- Need for additional experienced network administration and management resources to help cover increased workload

- Need for additional assistance and more than one resource to know and support systems so IT resources can "take a day off"

Finding staff today can take many months of effort and could cost at least $10,000 or more in recruiting fees and acclimation costs. Plus, there's your time to bring new staff members up to speed. All of this is on top of the actual expense of the employee. For example, a User Support or Network Admin with three years of solid experience can cost between $55,000 and $65,000 a year plus benefits or $66,000 to $78,000 plus those recruiting and acclimation costs.

And then what happens if those employees don't work out?

Look at this "short list" of what a typical IT team is responsible

Systems, Software, & Services Potentially Requiring Support

- Servers
- Switches
- Routers
- Workstations
- Wi-Fi Equipment
- Operating Systems
- Backup Systems
- Storage Network
- Virtualization Software
- Internet Connections
- Network Management
- Remote Access Tools/Management
- Phone Systems
- IoT Devices & Networks
- Managing Multiple Environments

- SQL Management and Support
- Active Directory
- Office 365
- Patching and Updates
- Anti-malware Protection
- Cybersecurity Awareness training programs
- Disaster Recovery Plans and Systems
- IT Policies/Procedures Creation/Management
- Compliance Support
- Asset Management
- Procurement & 3rd Party Vendor Management
- Helpdesk Functions/End User Support
- IT Leadership Support
- Performance Reporting
- Application Management and Support

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The good news is a Co-Sourced IT solution can provide IT leaders and give you an escape route – a solution – that is:

1. **reliably effective to ensure your organization is prepared,**

2. **affordable, and**

3. **customized to YOUR specifications and YOUR needs.**

In short, Co-Sourced IT is a way for IT leaders of growing companies to fill in the gaps and get the helping hands, specialized expertise, and automation tools they need WITHOUT the cost and difficulty of finding, managing, and retaining a large IT staff OR buying expensive software tools outright. We provide those tools as part of our program.

Co-Sourcing is **NOT** about taking over your job or replacing your IT department.

It's also **NOT** a one-off project-based relationship where an IT company limits their support to an "event" or project and then leaves you and your team behind to try and support it (or gives you the option to pay them additional big bucks to keep it working).

It's also **NOT** just monitoring your network for alarms and problems, which would still leave you responsible for scrambling and fixing the issues that arise.

Co-Sourcing **IS** a flexible **partnership** where we customize a set of ongoing services and software tools specific to YOUR needs to fill in the gaps, free you to be more strategic, and allows YOU to be a true IT leader in your organization.

Here are just a few reasons IT leaders are moving to a Co-Sourced approach:

- You maintain COMPLETE control over your IT department and decide what you and your team will handle and what problems get passed on or escalated to your Co-Sourcing partner. All our partnerships with IT leaders are customized to THEIR specific situation, so they KEEP the workload they need to focus on what you want and then offload tasks and projects they either don't have time to do, don't want to do, or simply don't have the in-house skill set to complete.

- You get instant access to the same powerful automation and management tools we use to make your job EASIER. We'll give you our professional-grade management tools that allow you to capture, organize, and prioritize end-user "tickets" (problems), improve communication, shorten resolution time, track software licenses and renewals, create and manage projects, document the devices on your network, and be FAR more effective and efficient. These are software tools your company could not reasonably afford on its own, but they are included with our co-sourced IT program. We configure them, upgrade them, and train you to use them.

- You'll become more valuable to your organization. Our team frees you up to work on more strategic projects and focus on YOUR strengths. You'll finally get time to work on that long list of projects you've been wanting to get to but couldn't. Or you can choose to simply delegate those tasks to us.

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- You get to collaborate with a TEAM of smart, experienced IT pros. We're always here to assist as you figure out the best solution to a problem. We provide advice on a situation or error you've never encountered before, or help you decide what technologies are most appropriate for you (without having to do the work of investigating ALL of them).

- You'll stop worrying (or just worry less!) about falling victim to a major cyber-attack, outage, or data-erasing event. We assist you in implementing next-gen cybersecurity protections to prevent or significantly mitigate the damages of a ransomware attack or security breach. We also assist in providing end-user awareness training and help you initiate controls to prevent employees from doing things that would otherwise compromise the security and integrity of your network and data.

- Gain access to free workshops and on-demand training. We provide workshops and webinars for all our co-sourced IT clients. There are a variety of topics ranging from cybersecurity to backups. This is FREE to you and a huge value add.

- Our BIGGEST added benefit: You can finally take a day off or a real vacation without everything collapsing. You'll have a flexible workforce of experienced IT pros at the ready to assist with special projects, migrations, and new technologies. We are your backup IT team! Take a well-deserved break!

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Differences Between Co-Sourced IT Solutions and Managed Services

Providing Co-Sourced IT solutions is significantly different than traditional IT Managed Services or IT project services. And here's why:

Many traditional IT Managed Services providers have no idea how to work with an existing internal IT team. They are not good at sharing their processes or workloads and are interested in "just taking over."

Traditional project-based companies typically are not great at doing the day-to-day operational activities because they have not developed the processes needed or defined specific resources to do those tasks on a daily, repetitive basis. Ultimately, your operations suffer.

Understanding how to work with an internal IT team and be successful takes many years of experience and requires formalizing specific processes to define responsibilities, set expectations, and be able to execute them based on your specific needs.

Case in point is how much access your team will have for using the tools provided by your third-party technical partner. In many cases, a traditional managed services provider (MSP) will not allow the internal team to have any access or visibility to the tool sets they use in your organization.

As your Co-Sourced IT solutions partner, you and your team absolutely should have reasonable access to utilize the tools provided to help manage your network systems and environment.

Providing this visibility and transparency could potentially reveal that your MSP partner does not have the systems and processes in place to properly provide your organization with the support and protection you are requiring as a part of your support agreement.

Thus, before signing an agreement with any third-party partner, it is important that you ask for a demonstration showing how they will truly partner with you in the support, operations, and maintenance of your network environment. You need to see that they are not simply coming in and taking over with providing you limited access and visibility into what they are doing in YOUR environment.

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Cost Analysis: The True Cost of IT

Below is a summary of what you get as a Co-Sourced IT client. Compare this to what it would cost you to build it on your own.

Big Impact to Your Bottom Line

On average, our Co-Sourced IT solutions save our clients between 19% and 41% on their true IT department costs. This cost reduction is addressed in several areas, including eliminating the cost of finding, hiring, managing, and retaining all the skills you'll need for competent IT department. Also, this includes providing "fractional ownership" of the proper tools, software, operational systems, and processes you need for them to be efficient.

Here are the HANDS-ON SUPPORT and SKILL SETS you will have at your disposal. While you might not need these individual's expertise 24/7/365 (like a Security Analyst), but you WILL need that expertise at some level to guide and work with your IT team.

Let's break down these costs:

Technical Support (help desk resource): As your first line of defense, these people must be highly responsive and resolve issues quickly and efficiently via telephone and email. They handle issues with desktops, telephones, printers, and things like password resets.
Average Annual Cost: $45,000 - $65,000

Network Administrator: This resource is responsible for making sure all servers, software, networked systems, and backup systems run smoothly and are properly maintained.
Average Annual Cost: $55,000 - $80,000

Network Engineer: This person must understand the company's overall business and technology strategy, and be able to make important decisions around software, systems, and processes. This resource is also involved with setting up cybersecurity tools and device configurations.
Average Annual Cost: $75,000 - $120,000

Systems/Applications Analyst: The person in this role understands the organizations applications and is a "super user" of the system or sections of the system. They work with users to maximize productivity and coordinates requirements for enhancements or additional needs and helps with documentation of processes and procedures.
Average Annual Cost: $65,000 - $100,000

Security Analyst/Architect: This resource is responsible for establishing or managing the organization's security approach and processes. The position requires both tools and processes to help reduce threats and exposures as defined by the organization's leadership Risk Management/Threat Tolerance plan.
Average Annual Cost: $75,000 - $120,000+

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To properly provide the organization with the necessary technology staff to keep your systems running smoothly and safely, you could need to spend approaching $400,000 annually in payroll costs alone!

Considering an organization with 100 users may only need a number of these roles for only part of the time, a Co-Sourced solution that brings the skill sets when they are needed with a greater efficiency and benefits at a fraction of the cost.

Additional Management Tools Co-Sourcing Provides

These tools manage your network, users, data, and security. They are replacements and additional to the usual security applications (antivirus, spam filtering, backup systems, etc.) provided by resources focused on these functions as their job, not an additional task. All tools are designed to allow your IT team to focus on their defined tasks with maximum efficiency and effectiveness, delivering the best IT experience for you and your employees.

Due to the cost of buying them and the complexity of setting them up, most small to mid-sized IT departments typically will NOT have these tools in place. As a Co-Sourced IT client, we have the flexibility to provide a solution that meets your needs, fully customized to your environment, without the heavy cost of owning them outright.

These tools also come with defined processes to utilize them effectively. Additionally, they address the follow up that often does not happen due to many other urgent tasks that need to be addressed.

Further, these tools allow us to step in at a moment's notice to assist in situations where additional help is needed (overflow), when your IT team needs assistance in resolving a critical problem, or in the event that one or more members of your IT team is on vacation, or is unable to work for any unforeseen reason.

Tools

- **ADVANCED ENDPOINT DETECTION & RESPONSE** - Real-time protection with Advanced A.I.

- **COMPRESHENSIVE ANTI-VIRUS SOLUTION** - Protect your devices with real-time protection with Advanced A.I.

- **IT ASSET INVENTORY (HARDWARE AND SOFTWARE) TRACKING AND MANAGEMENT** – Allows you to understand what you have, what software is installed, the status of the devices, and much more

- **SOFTWARE AND GPO DISTRIBUTION AND MANAGEMENT** – Distribute and activate software and group polices through a standardized managed solution.

- **REGULAR SECURITY ENDPOINT PATCHING** - Device Security Patching & Compliance Reporting for Windows devices and defined third-party utilities.

- **CONFIGURATION CHANGE MANAGEMENT** - Tracking for your Windows systems helps track changes to system configurations.

- **SERVER & NETWORK MONITORING** - (Standard) Downtime and Performance Degradation Alerts & 24/7 notification

- **ONLINE TECHNICAL DOCUMENTATION SYSTEM** - Maintain inventory and systems configurations, warranty/maintenance tracking.

- **END-USER SECURITY TRAINING & AWARENESS** - This includes Bi-Weekly Simulated Phishing with Micro-Learning training, full tracking, and reporting.

- **MONITORING THE WEB FOR COMPROMISED CREDENTIALS** - to identify risks

- **TICKET MANAGEMENT SYSTEM** - This is a core component of your IT department, allowing us and/or your team to capture, prioritize, and respond to your employees' requests for IT services. Problems get resolved quicker and far more efficiently.

- **ENVIRONMENT DOCUMENTATION** - Without good network documentation (including licensing, configurations, policies information), diagnosing and resolving problems takes longer, which means more downtime and more costs. Further, if an IT person leaves an organization without proper documentation of the network, ALL of their knowledge about the environment leaves with them, making it more difficult and time consuming for the next resource.

- **IT ROADMAP** – This tool is used to help identify the IT strategy and keep it aligned with your organization's goals. It identifies steps and planned activities in IT (including budget).

- **FULLY MANAGED BACK UP SOLUTION** - Get incremental backups for 30 days on-site, and up to 365 days in an encrypted, off-site data center. Includes regular test restores and verifications.

These tools can cost between $21 and $30+ per user per month to own; then proper configuration and daily operating processes need to be created and followed to ensure they are being properly deployed and used in your organization.

For a 100-user organization, that means you would need to spend between $24,000 and $35,000 annually in tool costs to effectively support your organization.

If you need help with your IT operations and management needs, but are not in a position to be expending upwards of $400,000 annually on IT resources and tools, you should consider Co-Sourced IT.

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5 Scenarios Where Co-Sourced IT Just Makes Sense

Here are five common scenarios where a Co-Sourced solution would be the most advantageous:

Scenario 1
Your in-house IT staff is better served working on high-level strategic projects and initiatives, or supporting your applications, but needs support in getting day-to-day tasks completed. These might include addressing IT operations functions (patching, tools deployment and management, monitoring system alerts for issues/threats, etc.), troubleshooting various problems that arise, software upgrades, data backup, and maintenance, etc.

Scenario 2
You need an "additional set of hands" to help with support, some technology issues, or strategy to give you time for things you need to get done. This protects the organization without adding additional staff.

Scenario 3
You are in rapid expansion mode and need to scale up IT resources quickly to support the needs of the organization. This is where our flexible support services can be brought in. We'll get you through this phase while you work to build your internal IT department. Hiring IT talent IS difficult and expensive, and your HR resources can be better served in other areas.

Scenario 4
You have an excellent IT team but they could be far more efficient if you had the professional-grade software tools we have on hand. We provide the tools, configure them for your organization, and train staff how to use them. These tools will show the leadership team the workload the staff is processing and how efficient they are (we call it utilization). Additionally, it shows our processes for validation of the important IT operational function that leadership needs a regular basis to meet organization and regulatory expectations.

Scenario 5
You need support and help for a remote location or branch office. We are able come in as you work to expand.

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What To Look For In A Co-Sourced IT Partner

Other IT firms in this area will offer to only take over IT for your entire company or project-based support or monitoring. They are selling "solutions that fit their models," not your needs.

These are NOT smart moves and DO NOT deliver the cost savings and value promised.

Let's start with the concept of replacing you and your IT team.

For starters, no MSP (managed services provider) or IT services company can fully replicate the value that a full-time IT leader has. They will try to sell the CEO and CFO on that idea, promising incredible cost savings. Candidly, the MSP WILL NOT be able to allocate the time and attention that a full-time employee can. If they do, the costs will absolutely be higher. Outsourcing only makes sense in scenarios when a FULL-TIME person is not needed, or where very specialized skills are required and difficult to find, but not needed on a full-time basis.

Secondly, monitoring-only agreements are like smoke detectors. They tell you when a fire is about to happen (or is happening) but they don't do anything to put out the flames or get you out of the building safely. And they never PREVENT the fire from happening in the first place! They are a waste of money UNLESS you have a big IT team that just needs THAT specific tool. If that's the case, then you'd be better off buying that software directly, not through a reseller who will mark it up.

Finally, project-based work is often necessary, but you are going to get better results if those projects are not a "one-and-done" where they drop the solution in and take off, leaving you and your IT team to figure it out.

A better approach is a Co-Sourced IT environment where a solution is implemented WITH you by the same team that is supporting it.

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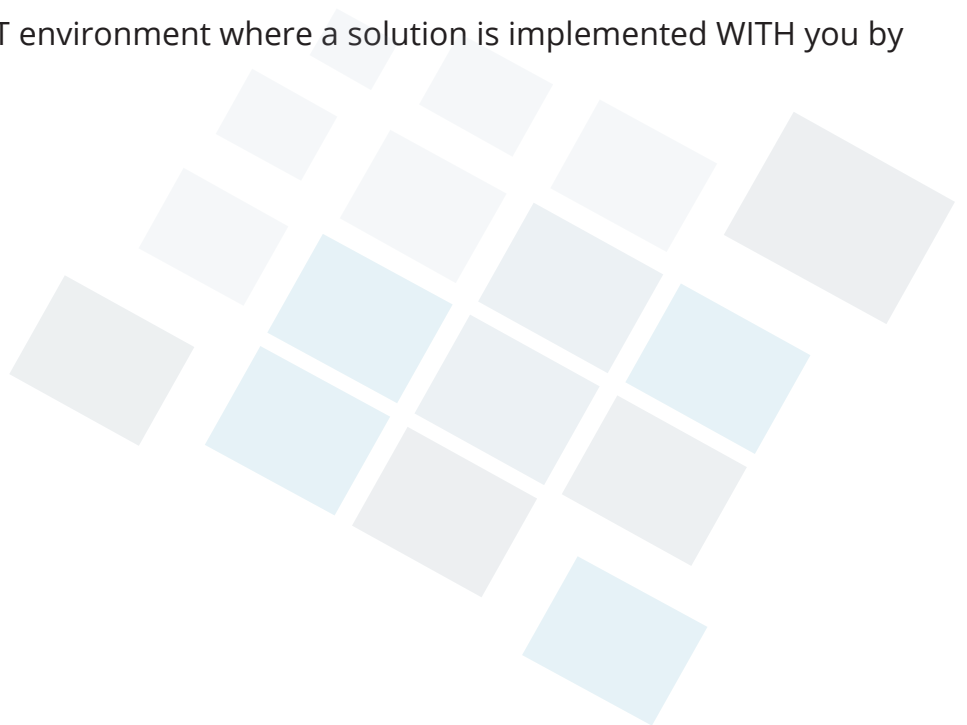
An Integrated Team Approach to Projects Types

For many growing companies, there is always a need for additional resources to support their existing IT teams with tasks related to users, applications, operations, and backend systems. Affiliated Resource Group offers a range of options to provide complementary services to help your team get the job done and be successful. Our professional and responsive IT staff helps you maximize your tight budgets, provide a team of experienced, certified IT staff to support you and your users, and manage the increasing complexity of your networks, applications, and security.

Some of the projects and assessments we are able to support your IT team with:

Project Types

Microsoft 365 Office Deployments and Security Enhancements
Updating older versions of Microsoft Office to the new version via Microsoft's subscription and services to actually update the licenses for the user.

VMware Upgrades
Upgrading the VMware virtualization software to the current version, includes licenses, and updates/configures the features needed for the client's business needs.

Windows Server OS Upgrades
Upgrading the Microsoft Server Operating System software to the current version. Includes appropriate licenses then configuring and documenting the features and security needed to accomplish the client's business need.

VDI/RDS Deployments
Providing options for virtual desktop environments (application or full desktop) and Microsoft Remote Desktop Services solution (RDS). Includes appropriate licenses and configuring and documenting the features and security needed for the client's business needs.

Server Refresh
Upgrading the server-based systems for the client. Includes the equipment (cloud tenants) and updating the Operating Systems and appropriate licenses; then configuring and documenting the features needed to accomplish the client's business need.

Cloud Evaporation (Azure Conversions)
Help clients move their on-premises systems to the cloud. It can include planning and subscription for the processing, storage, authentication, security, and backup provisions needed to support the client's business needs. The process can be done via AZURE or a third-party hosting facility.

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Storage Upgrades

Installing or upgrading network storage needs. Includes the storage devices (cloud tenant) and configures the features needed to accomplish the client's business need. It is possible to use on-premises or cloud (or both) to provide the best solution for the client.

Network Upgrades

Implementing the network environment (switches, internet, and/or configuration of V-LANs) to meet the performance and security needs. Includes the devices and configuring and documenting the features and security needed to accomplish the client's business needs.

Firewall Upgrades

Implementing the firewall(s) needed to meet business performance and security needs. Includes the devices and then configuring and documenting the features and security needed to accomplish the client's business needs.

Wi-Fi Upgrades

Installing or upgrading the Wi-Fi systems to the current version. Includes appropriate licenses and devices, then configuring and documenting the features and security needed to accomplish the client's business needs.

Windows Desktop Migrations

Help organizations upgrade their desktop units to a client-approved secure image and eliminate additional work for client IT staff by preparing and testing user workstation devices. This process includes documentation, inventory tracking, and disposition of retired devices.

Cloud Condensations (Cloud to On-site)

Help clients move their cloud systems to on-premises. It can include the design, processing, storage, authentication, security, and backup provisions, as well as executing the conversion, documentation, and on-going support for the systems.

Multi-Factor Authentication (MFA) Rollout for Cyber Insurance Compliance

Implementing the Multi-Factor Authentication solutions needed to meet the requirements by a number of cyber-liability insurance providers for additional authentication protection to their computer systems. We have multiple tools and authentication methods to help each client accomplish their business goals.

Microsoft/Office 365 Email Migrations

Converting on-premises exchange servers and other email applications to the Microsoft cloud solution platform. This process may also include addressing security and activating or extending the Teams solution, SharePoint, and One Drive features of the platform.

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Assessments

Network Assessment

Overview and documentation of the client's existing network. This process includes making recommendations on improvements and/or upgrades to the environment for improved connectivity/operations and security.

Wi-Fi Assessment

Overview and documentation of the client's existing Wi-Fi network, including making recommendations on improvements/upgrades to the environment for improved connectivity/operations and security. Depending on the site/complexity of the engagement, it may involve the use of a heat mapping tool to evaluate coverage options.

Firewall Assessment

Overview and documentation of the client's existing firewall(s), including making recommendations on improvements/upgrades to the environment for improved connectivity/operations and security.

Server Assessment

Overview and documentation of the client's existing server set up network and make recommendations on improvements and/or upgrades to the environment based on the client business needs for improved performance, operations, and security. The process includes options based on the client's requirements and operating platforms.

Active Directory Assessment

Overview and documentation of the client's existing Active Directory set up and operations. We make recommendations on improvements and/or upgrades to the environment for improved operations and security.

Virtualization Assessment

Overview and documentation of the client's existing Virtualization environment and make recommendations on improvements and/or upgrades to the environment for improved connectivity/operations and security. The process includes options based on client requirements and operating platforms.

Storage Assessment

Overview and documentation of the client's existing storage environment network. We make recommendations on improvements and/or upgrades to the environment based on the client's business needs for improved performance, operations, and security. The process includes options based on client requirements and operating platforms.

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What IT Leaders and the C-Suite Are Saying About the Co-Sourced Approach

Business executives and IT leaders have been looking to Co-Sourcing as a smart option for more than 10 years. Here are just a few of the reasons they identified as to why they moved to a Co-Sourced approach:

- "Our IT staff was made BETTER. We used our Co-Source provider to address areas we needed help to address. They brought focused resources and processes we did not have to get the job done – and allowed us to focus on things our management needed us to work on."

- "We covered significantly more with no additional headcount – having the Co-Source team be focused on specific tasks with their tools got our base operational tasks done at a fraction of the cost of a full-time employee – and we got formal validation that the job was being done right and we were protected."

- "We got access to a TEAM of smart, experienced IT pros. No one IT person can know it all. Our Co-Sourced IT partner has a deep bench of expertise to figure out the best solution to a problem. When we need help, have a question/want advice, or when I am taking time off, they are just a phone call away always ready to help."

- "We get access to their policies, processes and industry experiences to improve our operations and get advice on a situation we've never encountered before and to help with our planning to decide what technologies are most appropriate for our IT roadmap/strategy."

- "They help translate the technical jargon and help our leadership team understand the importance of having defined IT and Risk strategies and how they help us achieve our goals faster. Our Co-Source partner improves our relationship with our IT team."

- "Co-Sourcing has proven to be a cost-effective way to improve the IT operations and better manage our IT assets. Getting validation via a monthly meeting of operational activities is important and having detailed compilations of our assets and understanding their ages with a planned lifecycle, like larger companies, allows us to be better positions for financial decisions. Having a single IT person on staff is difficult to get to that level of formalization given all of the other things they have to do."

- "In the unexpected event our IT leader is unavailable, OR if a disaster were to strike, we could instantly have a team from our Co-Source provider to support us to prevent the wheels from falling off."

- "We worry less about falling victim to a major cyber-attack, outage or data-erasing event. Our Co-Source partner worked with our IT team to implement the cybersecurity protections we needed and to get our response plan ready. They also manage our user training to prevent our staff from falling for phishing emails."

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Why Affiliated as Your Co-Sourced IT Partner

Affiliated Resource Group is in Central Ohio (Dublin). We've provided proactive IT solutions for growing Columbus and wider Central Ohio organizations for more than 20 years. For the past 10 years, Affiliated has successfully offered a range of Co-Sourced IT options to provide complementary services to help your team get the job done. Our professional and responsive IT staff can help you maximize your tight budgets, provide a team of experienced, certified IT staff to support you and your users, and manage the increasing complexity of your networks, applications, and security.

Some examples of our Co-Sourced clients include range in size from:

1. A 50 user Professional Services organization with one IT resource

2. A 75 user regional Distributor with one IT resource

3. A 600 user regional Healthcare provider with five IT team members

4. A 275 user Research Facility with 4 IT team members

5. A 300 user national Manufacturer with four IT resources

6. A 300 user High Tech Manufacturer with four IT and one compliance resource

How We Work With You

We understand how to implement the team approach. You own your environment; we support you and your team. Our approach allows your team members to work on the high-value, visible projects, while we provide secondary support to keep your users focused on achieving your business goals. We are there when you need us so you can take a vacation, focus on the key project, and help get multiple things done at once.

We start by working with you and IT leadership to identify your areas of need and build a program that integrates our team members, processes, tools, and experience with your team to provide you with a more robust support that can cost effectively address your organization's IT needs.

We have the ability to provide the as much of the solution as you need; helping to build a roadmap for your IT needs, developing and implementing the solutions for your IT systems, providing the operational support you need to keep them running, and the operational assistance you need to ensure that your IT systems are aligned with your business

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About The Author

Mike Moran

Mike Moran, President of Affiliated Resource Group, has provided strategy and technology consulting services to industrial, healthcare, professional services firms, and local government entities since starting Affiliated in 1993. Mike and Affiliated have helped hundreds of organizations align their IT resources to achive their business goals faster.

His career began as an auditor and over the past 15 years, Affiliated has provided IT operational and support services that mitigate risk, reduce the true cost of IT, and enhance the efficiency of the users and internal IT staff members.

Affiliated provides IT services that address IT operations and systems management, cybersecurity solutions as a part of daily operations, and ongoing programs to provide oversight and detection functions. Additionally we develop client plans for quickly responding to and recovering from a data breach, cyber, or disaster incident.

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