



# E-SAFE | The ModernOffice™ TECHNOLOGIES

E-Safe's Educational Series To Modernize Your Office

## “What is Internal IT Department (Managed Services)?”

**I**nternal IT Department Services or Managed Services are very efficient ways to make your IT environment run at full capacity. It is the perfect solution for small to medium sized businesses where someone is wearing multiple hats within the company. The CEO, Owner, CFO, or Office Manager is trying to run different aspects of the business and losing valuable time dealing with intricate networking and computer issues. The Managed Services model is meant to help these business people by relieving some stress and letting outside providers handle their IT.

While some IT solutions are for those companies looking to outsource, there are

solutions created to assist your internal technology staff within the organization. Companies utilize Managed Services to assist their internal technical teams. We find that IT Managers, Network Administrators, and Systems Analysts are often handling more than what their job description says. For example, they might be losing time fixing problems with their Exchange or SQL servers while they are supposed to be handling the network troubleshooting. In times like these, Internal IT Solutions and Managed Services options can be utilized to take some of the workload off the current IT person, freeing them up to

handle bigger problems like implementing new breakthrough technology that improves efficiency and the bottom line for their company.

Service providers can act as your virtual IT department or assist your current IT person to take some of the pressure off your primary work force. When all of these processes are implemented correctly and managed effectively, vital business systems can maximize productivity in your work place which keeps your employees happy, which keeps your customers happy, and keeps you happy!



Start with a Plan,  
Finish with Success.

## “How Can Internal IT Improve My Business?”

Managed IT Services solutions are made to make life easier for any size of business. Technology implemented by the IT provider can streamline your business processes and highly increase productivity. Here are some ways that Managed Services make that happen:

**Automated Updates and Scans** – Your IT provider installs software on each machine that monitors its activity and updates, keeping a close eye on memory banks, file allocation, and bus speeds, etc. When one of these is at risk, a ticket is created and automatically sent to your provider.

**Vendor Management** – We find that companies usually encounter challenges when they are trying to manage their Internet provider, website designer, IT partner, telephone company, and other vendors. A typical Managed Services contract will enable your IT provider to handle these vendors

for you and consolidate your points of contact, leaving you with one “throat-to-choke” and zero finger-pointing.

**Planning and Mapping** - As your partner in IT, Managed Services Providers get to know your technology environment and have a better understanding for what’s important to your business. They are able to meet with you and plan for any big changes whether it’s networking and running cables to a branch office or implementing a new technology.

**Security** - All-inclusive Internal IT packages can include spam protection, email archiving, intrusion prevention, content filtering and reporting, and spyware protection. There are millions of viruses, hackers, and malware platforms out there looking to obtain your sensitive business information.

### Next Issue:

### Vendor Management

#### See What Our Customers Are Saying:

“As a growing company our IT needs continue to change, and E-Safe has been there to fulfill all our needs. From backup solutions to consulting to resolving day-to-day issues, their Managed Services has benefited our organization greatly! Knowing they are keeping an eye on our network, servers, and workstations has provided us with great peace of mind, and we look forward to a long working relationship!”

- Kim Shadley, Simpson & McCrady

## “How Does Internal IT Work?”

**M**anaged Services Providers upload a desktop agent onto your personal computer with their corresponding company logo. Every time you have an issue with your computer or network, you can open this agent and create a ticket. The Services Manager will receive this ticket and see that you are in need of service and take action accordingly. They can give you a call on the telephone and walk you through the issue step-by-step until the problem is resolved. For more pressing matters, they can remote into your machine and take control of the mouse to navigate and assess the issue. If they are unable to resolve the issue remotely, it might be a problem with the hardware



(motherboards, monitors, hard drives, etc.) so they would have to come on-site. However, studies of our industry show that 90% of the tickets raised are solved within the first two processes using telephone walkthroughs and remote access.

The automated software that is installed onto your machine is always checking network connections, cache loads, bus speeds, and so on and so forth. When one problem is noticed by the software, it signals a red flag. The service manager takes action accordingly. These systems are to enable companies with active service rather than reactive service, which is finding a possible problem and fixing before it turns into a business crippling disaster. Service Providers act as your internal IT department and alleviate downtime, stress, and worry. Instead of Office Managers and Operations Managers trying to solve complex IT problems. Essentially, you have your own virtual IT department at the click of your mouse.

## “What’s My Investment In Internal IT?”

**T**he pricing model for Internal IT and Managed Services is based on a per user/device basis. Some of the basic services can range from \$25 per user to \$50 per user and have a limited number of calls you can make to ask for remote support. More responsive support options are available as business systems become more vital in your everyday operations and you can’t afford to have any down time.

Companies usually offer different levels of service based upon response time, availability, and the hours that they can perform onsite and offsite services. They

may also incorporate a certain number of remote service calls that can be performed, so if you do utilize a service like this make sure it has been clarified.

When providers act as your Internal IT Department or support your technical team, they are trying to take some of the pressure off of important people in your business. You have to determine how to place a value on lost time, low productivity, frustrated employees, and sometimes lost employees. Although it is hard to put a specific number amount to those intangible items, that is the way to see the perceived value.



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TECHNOLOGIES **ModernOffice**™

Want to Learn More About  
Internal IT or E-Safe’s  
Modern Office Series?

Contact Tim Steinour at  
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