



# It's time to change how you think about Managed IT Services

*Technology is drastically different than it was a few years ago and how businesses manage IT should reflect that. Here at Net-Tech we looked at current best practices and thought of ways those standards could be fine-tuned to create an ideal IT environment for small business owners.*

***Below are 4 areas where we have improved IT support along with the new expectations we're setting.***

## 1. Customer vs Business Partner

When thinking about the provider-client relationship, we didn't want a system that viewed business owners only as customers. Instead, it should be a business partnership. For this to work, the provider needs to have a real investment in the client.

When a client joins our program, we automatically supply all the hardware needed for their success; everything from firewalls to laptops. Unlike most Hardware as a Service (HaaS) programs, this is not a rental or lease. Net-Tech buys everything upfront and fixes or replaces it as needed. Even when hardware is operating smoothly on your end, we're ensuring it's a stable, long-term solution.

Making this upfront capital purchase demonstrates our commitment to our partnership and our desire to ensure your organization succeeds technically.

## 2. Thorough Technology Solutions

Another aspect of changing the client relationship involved creating a higher standard for management. Many small businesses engage IT experts because they don't have the bandwidth to stay on top of the latest technological developments that help them grow.

In most cases, the business owner is only offered guidance from the provider, and acting on that advice, or not, is another decision to be made. The business owner is still assuming a high degree of technological responsibility for the organization, even though they do not have the expertise of the provider.

If the hardware or systems aren't working and the contract with the IT provider ends, the business owner is stuck with the poorly performing technology the provider recommended. With a professional technology organization (PTO), you can end the relationship and get rid of the hardware and software.

Additionally, when you adopt a new technology, we'll guide everyone at your company through the process so you truly benefit from innovation. If Microsoft or Amazon come up with a new way to handle identity management, we learn it first and say to our clients, "This is how you will now log into your computer; you no longer need a password."

## 3. Varied vs Standardized Processes

External experts have the advantage of seeing how different companies adopt technology and determining what should or should not be done. Think consultants and analysts. They observe and give advice.

But, benefits are limited when the consultant has not standardized operations. At Net-Tech we have a system that enables our team to take what is learned at Company A and apply it to Company B. The knowledge we gain with one client benefits everyone we work with.

To avoid silos and varied processes, we created a set of standards for our team and clients. It isn't rigid because maintaining client individuality is key. But, enough remains the same so when we discover an improvement with one client we are able to apply it across the board. Now, instead of only one business gaining an advantage, all our clients can experience less downtime and better workflows.



## 4. Shelter from Industry Distress

Without procedures in place, technology can be a double-edged sword.

Let's say you purchase hardware based on the recommendation of your managed services provider. You own, control and are responsible for the technology. If, after the purchase, the manufacturer discovers a defect and stops selling the device, it's up to you to find a replacement. The recommendation was from your provider, but the risk and responsibility rests with your business.

### Give Us Your Risk!

To mitigate the risk organizations face, we standardize hardware, software and cloud subscription applications. Here's a real-life example that happened to one of our clients.

Last year, one of our standard hardware companies was purchased by a competitor who failed to maintain the quality we require for our clients. We decided to alter our hardware standard and replace the manufacturer's products for every single client. None of our clients were charged. None had to deal with the issue. We did it for them.

Similarly, we upgrade our clients' devices before they enter end of support. No extra charge. No headaches trying to figure out what they should do.

Our goal is to shelter clients from industry distress by taking on the responsibility of managing hardware, software and cloud subscription applications for them. You aren't buying a service with recommendations and additional projects to fulfill them. You are buying a solution

### PTO: A New Way To Think About Managed It Services

As we made these changes we knew we needed to introduce a new concept that embraced these ideals: the Professional Technology Organization. When you use a PTO, you won't have to worry about technology. That gives everyone on your team more time to focus on strategies and projects that drive growth and sustain your business.

**Want to know more about how a PTO will help you add value to your business?**

**Contact** Net-Tech today online or call (425) 452-8324 and we can schedule a time to talk about your business vision.



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