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Fall 2019

CAPSTONE IT's 2019 NEWSLETTER OF THANKS



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What is Co-Managed IT And Why Is It A GREAT Model For South Florida Businesses?

Some of our current clients have the best outcome with their IT services because of this practice: Co-Managed IT.

Most businesses today innovate their technology to keep up with client demands, satisfy their staff, and stay ahead of competitors. However, it can be challenging to maintain a growing company's network upgrades and maintenance with a small internal IT team and a limited budget. Most small businesses cannot invest the time or money to stay current with best IT practices and new technologies specific to their industry. Small businesses with an IT person or two on staff are lucky just to keep up with the day to day network issues.

Allow us to introduce **co-managed IT**. This hybrid managed-services model allows businesses who need their internal IT team member, yet recognize the added value of security and guidance from an outsourced IT firm that can consult with and augment services that the internal team member would like to unload. This is a new concept and is working for more and more companies who understand that addressing the constant needs of a business' network is something that one person should not have to do alone.

Here are the top 5 Reasons more businesses are using a Co-Managed IT plan:

24/7/365 Network Coverage

Cybercriminals are working around the clock with cutting technology to infiltrate your network and steal your data. You cannot afford to have an employee on staff monitoring your systems day and night. You need the right security tools in place to protect your business. We offer plans with multiple security layers that proactively monitors, updates and secures a business network during open and closed business hours. This gives business owners peace of mind that when they lock the door behind them, our engineers have their network safety and security in mind.

On-demand expertise at a lower cost
Given the complexities of today's business computing environments and the problems that

come with them, an IT team of one or two might not work for your company any longer. Those with "just enough knowledge to be dangerous" could create more problems without the up-to-date, necessary expertise.

Co-Managed IT support allows you to tap into industry experts, which is cheaper than hiring in-house or seeking out a temporary consultant.



The monthly cost of most outsourced IT services can be up to 50% less than what full-time IT professionals expect. Especially when you factor in vacation time, personal/sick time, benefits and other hiring add-ons.

Improved Security.

Enforcing security can be difficult if you rely on in-house expertise alone. Data breaches occur within SBNs every day and cybercriminals love to find those "cracks" in your current practices. Inconsistent PC updates and lack of employee training are two of the easiest ways hackers get to your data. With a Co-managed IT partner, you can expect the latest and most effective security tools set to protect your network's data. Remote monitoring and reporting is provided to detect intruders, shut down susceptible access points, and give you assurance of the security measures in place.

Happier, More Educated Staff.

When we approach a co-managed IT situation, we do not come in and wipe out good current practices and procedures. We address the needs of the IT person Co-managed IT services offers strategic guidance and supplemental support to your current IT staff. Your employees can utilize our ticketing system to manage staff needs. Your team as a whole will benefit from faster response time and peace of

mind that their issue will not be lost or forgotten.

Enhanced Productivity

A lot of hours are lost on employees spending time on tasks they're not equipped to deal with. Having limited IT support leads to employees finding loopholes to trivial problems which, in turn, delays and compromises the quality of their work.

One of the best acts a business can take to increase productivity is to delegate work to the right, most qualified people. Co-managed IT gives you additional support where you need it, so your current IT staff can focus on what they do best; daily user support, bigger projects, or perhaps the had they were HIRED to wear instead of taking care of the technical needs of your business. In the end, the co-managed firm you hire should compliment the current support structure and fill in the gaps your business has without breaking the bank or consideration of replacing an employee.

In many cases, the IT person at a company is the first person who raised their hand to solve a technology problem in the early years of the business. And that person is now the company IT guy or girl, in addition to their other job responsibilities. Fast forward ten years and that person is responsible for all network issues, vendor calls, upgrades, hardware and software procurement, educating staff on cyber security, protecting the network, backing up data and more.

If this sounds like your company, let's have a conversation to see if our expert engineers can support your overwhelmed IT person on staff.

Call us for a FREE CONSULTATION at

561.257.1879

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Bryan's Shiny New Gadget Of The Quarter



Dyson Pure Hot + Cool Air Purifier

The Dyson Pure Hot + Cool Air Purifier is a fan, space heater and air purifier all in one. It includes a HEPA filter that helps reduce allergens and pollutants as it quietly cycles air. Through its display, you can actually see your home or office air quality improve. Connect it to your WiFi and control it directly from your smartphone, or enable voice control through Amazon Alexa.



Bryan McAninley
COO, Capstone IT Florida

The Meaning of Mentorship

Michael Borlaug is the CEO of CAPSTONE IT and co-founder of www.TreasureCoastTop100.com. One of the things he learned over the past year is that every professional needs to do the following — FIND a mentor and BE a mentor.

Whether you are a business owner or an employee, everyone needs someone to go to for professional guidance. It used to be that coworkers vented, gossiped, complained amongst each other about work, leadership, company policy. But a thriving company culture is one where professionals seek out the wisdom of more experienced professionals and where leaders pour their experience and knowledge out on a mentee—not to show superiority, but to build them up. John Maxwell, author on leadership quotes,

“The people closest to me determine my level of success or failure. They better they are, the better I am. And if I want to go to the highest level, I can do it only with the help of other people. We have to take each other higher.”

This year, Mike is thankful for a few select men who have been mentors to him. In them, he has looked for an example of a leader with integrity, great work ethic, organization, drive, family values, but also stories of lessons learned from mistakes, guidance on steps for growing a business, experiences with customer

and employee relations. 2019 has given Mike as a business owner some very valuable conversations to ponder and advice to apply when seeking personal and professional growth.

If you happen to be a more experienced business owner or professional, however, there is probably someone out there who could use *your* guidance and experience. Being intentional about seeking opportunities to mentor someone does not come naturally. Life is busy. You’ve worked hard and your time is so valuable. But if we all look around in the workplace, in our neighborhood, out in the community, there is someone who is struggling with the same process you went

through years ago. Who could that person be in your life? And what wisdom could you share, what help could you be in his or her own walk toward success? In his book, *Mentoring 101*, John Maxwell also shares,

“Most people who desire success focus almost entirely on themselves, not others, when they start to make the journey. They usually think in terms of what they can get—in position, power, prestige, money and perks. But that’s not the way to become truly successful. To do that, you have to give to others.”



“Mike Borlaug recently gave a presentation to the Port St. Lucie Bar Association regarding cyber security. His presentation was very well received by our members and I strongly suggest inviting him to speak to your group or organization.”

Donna D.

“Today, my life is completely stress free at work. I feel like all my security needs are handled. Capstone’s response time is immaculate!”

Please
REVIEW US!



Karin T.



601 Heritage Dr., #146 | Jupiter | FL 33458

Treasure Coast Top 100

Fall Business Leadership Events

Hear Michael Borlaug speak on cyber security and mobile apps for businesses

October 16th, 2019

Port St. Lucie Bar Association Lunch on Cyber Security

November 1st, 2019

19th Circuit Judicial Bench Bar Conference Breakfast Sponsor

November 15th, 2019

LEADERship Alumni Lunch

Michael Borlaug can speak at your organization on many topics including—

- ✓ Cyber Security— How To Protect Yourself and Your Business
- ✓ Apps for Businesses—Making Your Work Easier Using Your Mobile Device
- ✓ Ways to Increase Staff Communication, Productivity and Company Culture

<https://www.capstoneitservices.com/michael-borlaug/>

What is Treasure Coast Top 100?

We have been interviewing business owners, entrepreneurs and leaders on the Treasure Coast to find their secrets to success. This is an opportunity for other leaders in the community to see what is going on in various industries. From these interviews, we have learned strategies for building an amazing company culture, the processes for raising money for non-profits and the effort and attitude that it takes to build a successful business. Visit <https://www.capstoneitservices.com/treasure-coast-top-100/> to view these videos and to sign up to be the next leader interviewed for Treasure Coast Top 100.



Under which president did Thangsgiving become an annual holiday?

- A) Thomas Jefferson
- B) Andrew Jackson
- C) Abraham Lincoln
- D) Ulysses S. Grant

Email your answer to sborlaug@capstoneitservices.com and you'll be entered to win.

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