Newsletter

Reducing Stress in Your Business with Managed IT Services

Businesses continue to embrace new technologies to enhance business safety, effectiveness, and functionality. This helps streamline operations, simplify communication channels, maximize profit generation, and ultimately guarantee steady business growth. But with changing times, keeping up with emerging technologies, mitigating cyber threats, and integrating beneficial business applications can be tricky and time-consuming for most businesses. Furthermore, this can stress the organization and slow growth.

What are Managed IT Services?

Managed IT services is the practice of outsourcing IT solutions, allowing you to stay focused on growing your business while letting IT professionals help you with day-to-day tasks. These services usually come from third-party companies with highly trained and experienced IT professionals. Some IT services include cybersecurity, cloud computing, end-user support, network, and data center solutions.

How Managed IT Services Reduces Stress in Your Business

IT systems require regular maintenance to guarantee better results in your--

business. But with an in-house team, this can lead to overtime expenses, especially when systems require maintenance after hours. But with IT outsourcing, your systems receive prompt upgrades that allow you to increase efficiency and prevent downtime.

Promote Business Efficiency

An in-house team should be focused on driving improvements and efficiencies. If they are distracted without routine maintenance that might result in slower technology adoption and improvements. Outsourcing allows your staff to focus on achieving business goals while leaving IT services to professionals.

Moreover, it can be costly and time-consuming to train new IT employees, which can stress your business even more. Having a managed IT services provider helps you and your staff become more efficient and focus on the core business, promoting productivity and perpetual business growth.

Secured Networks

Among the top benefits of having a managed IT services provider is to strengthen your network security. IT experts understand the threats today's technologies pose to your business, especially in the case of network vulnerabilities. And because modern times are susceptible to cyberattacks, your

Upcoming Events

Lunch & Learn: Winning Strategies for Keeping Everyone Happy with IT
August 17, 2021

5th Annual Cybersecurity Panel Discussion
October 7, 2021

For more information on our upcoming events, please visit www.tcsusa.com.

336.804.8449 I info@tcsusa.com I www.tcsusa.com

business is not an exception, and this brings its share of stress.

A managed IT services provider enables you to keep up with trending network security practices within the IT industry and secure your business data. Besides, IT experts often assess your systems' flaws, likely to invite ransomware or phishing attacks, and strengthen your network with enhanced safety measures. There is also a 24/7 monitoring service to ensure your business network stays secure.

Unlimited Expertise

Managing your business' systems can be stressful if you lack adequate expertise in information technology. Consequently, you will likely experience cases of cyberattacks, downtime, and stagnating business growth. But outsourcing involves experienced and knowledgeable employees specializing in IT solutions who continually learn technology trends together with their potential risks.

With ever-deepening levels of expertise, a managed IT services provider enables you to reduce the costs of training your staff regularly to sustain new technologies. This helps you to manage your systems more efficiently and effectively without spending on routine in-house training.

Sensitive Data Backup

Today, businesses generate tons of data from their daily operations. However, they are faced with the concern of protecting their data. Again, companies can lose critical business or customer data and not be able to recover it. Having a managed IT services provider helps incorporate backup and recovery options to prevent data loss.

Coupled with strengthened network security and endlessly updated IT systems, you do not have to worry about your data. This is because outsourcing guarantees top-notch data backup, recovery, and security tools to preserve your data even in the event of losses.

Switching to a managed IT services provider offers countless benefits to ease business stress besides being cost-effective and efficient. With professional IT experts, your business will include top-notch technology solutions that allow you to focus on achieving your business's goals faster despite an ever-changing industry. Contact us here at Total Computer Solutions and get started with managed IT services today!

How Managed Services Can Save Your Business Money

As your company grows, you will likely find yourself spending more and more time and money on IT services. If you can't afford to hire an internal IT person, then you will be reliant on outside help.

There are two models for this:

Break/Fix IT Services

Break/Fix IT compares to appliance repair. When something goes wrong, you call the technician, and they come over and fix the problem. You pay them by the hour and for any parts you need. Using this same model, you might also bring in an IT tech to handle upgrades, cybersecurity improvements, or train your employees on new software.

Under this model, you pay only for the services you specifically need. You pay for services you do not have the experience or knowledge to do. You also keep more control over your IT services spend but your IT budget may be highly unpredictable. If you think about it, there is no incentive for an external technician to permanently fix the problem, mitigate risk, or even give you tips on keeping a problem from happening again. Break / Fix IT Service is reactive rather than proactive and leaves you exposed to random catastrophic events.

Managed Services

Managed services are when you hire a third party to assume primary responsibility for your IT infrastructure. You pay a fixed monthly subscription for certain services, tools and technician time. The managed services provider will monitor your network infrastructure, provide a help desk, and do software updates and system maintenance all for a set price.

Although this model can seem more expensive month-to-month, having a fixed cost means you can budget for IT support and avoid service and repair surprises. You enjoy a proactive approach where long-term issues are more likely to be fixed the first time. It is in the provider's best interest to keep your network running smoothly and use industry best practices. Today's IT professionals are measured by how little downtime their clients experience and a good managed provider will continuously check your network for minor issues and resolve them before they become major ones.

Break/Fix is often the option of first resort but moving to managed services as your company grows is a long-term solution that will help your company grow.

When Should You Consider Managed Services?

You should consider upgrading from Break/Fix to managed services when:

- You generally need more than 10 hours of IT assistance in a typical week but are not ready to hire a full-time IT specialist.

- You have specific compliance issues that are hard to understand. This is often the case for healthcare companies that fall under HIPAA, but FINRA, SOX, and NIST 800-171 also require a lot of compliance.

- You have IT systems that contain valuable information and you cannot do your job if you lose access. This goes for lawyers, CPAs, and financial advisors.

- Your network infrastructure has become more complicated, which happens when your split between on premise and cloud.

- You have one or more offices or locations or have people working remotely.

- You want to ensure that you have ongoing secure access to the most recent software and technology without doing upgrades that might turn into a problem.

- You know you need a disaster recovery plan but do not know how to implement one.

If you feel you need a managed services provider, then you will want to take great care of finding the right provider for your business. You need to choose a managed services provider who covers your business' specific needs, has a good reputation, has expertise in cybersecurity, and has a wide range of knowledge.

Outsourcing your IT can be a lot more cost-effective than trying to handle everything in-house, especially for small to medium-sized businesses. To find out more about how managed services can solve your ongoing IT problems and save you money, contact Total Computer Solutions today.

If you would like to receive our newsletter digitally, please email alimbers@tcsusa.com.

Shortage on Laptops and Hardware

We have noticed a shortage in laptops and hardware for multiple large vendors, including Dell, HP, and Lenovo. In addition, there appears to be a parts shortage with the supply chain issue causing a delay in the finished product. As a result, the turnaround time on receiving ordered equipment will be delayed. Delivery times are erratic and can take up to twelve weeks. Therefore, we ask that you look into your fourth quarter and determine if you want any new or replacement laptops so that we can get them quoted quickly and ordered at the best price with a prompt delivery time.

If you would like to have a conversation about your hardware needs, please visit our website or call TCS at 336.632.0860.

As always, we strive to keep you productive with proactive IT management.

On-Demand Webinar:
The Role Compliance Plays in Cybersecurity

During this informational webinar we discuss how an improved security posture for compliance can help elevate your business above the competition.

Key Takeaways

- Understanding Compliance
- General Guidelines for Standards and Regulations
- Maintaining Compliance in Your Organization

Visit landingpages.tcsusa.com/webinars to watch this and other webinars available on-demand.

Employee Spotlight: Mark Minor

Congratulations to our Analyst, Mark Minor for receiving his Sonicwall Network Security Administrator Certification (SNSA)! The SNSA incorporates implementing and configuring SonicWall firewall appliances and security devices. Way to go Mark!!

total computer solutions

5601 New Garden Village Dr.
Greensboro, NC 27410

In this Issue

Winning Strategies for Keeping Everyone Happy with IT

You are invited to our upcoming Lunch & Learn!

Date: Tuesday, August 17th
Time: 11:45 AM ET
Cost: Free
Location: Fleming's Prime Steakhouse, Greensboro, NC 27410
Registration: Visit tcsusa.com/events/ or call 336.804.8449

Are you tasked with delivering essential technology solutions for your company? We can help by providing you with strategies to keep all employees happy with your internal IT.

Are you faced with challenging needs, security your business, reducing downtime, balancing service and products for all of your users? This lunch and learn will provide you with strategies to help your employees be happy with their IT experience.

Key Topics for Discussion

- Accommodating the Different Behaviors and Needs of Your Employees
- Securing Your Business
- Mastering the Balance Between Options and Simplicity
- Understanding the Evolution of Technology