

IT Management Strategies for Small Business: System Monitoring & Managed IT Services

The current economic climate is challenging organizations to innovate and aggressively manage expenses. Some of the more costly items related to IT include personnel utilization, risk and system downtime. To address these challenges, many organizations, especially small and growing ones, turn to Managed IT Services to help meet their needs.

How do Managed Services work?

A Managed Services provider monitors, troubleshoots and supports your network by using live monitoring tools, specialized technical support skills and the ability to leverage economies of scale. They keep your systems running, so your staff can focus on your core business, and reduce the risks and costs of systems being offline. Electronic storefronts, email, customer order systems, phone systems – these are just a few functions that can grind a business almost to a halt when they go offline unexpectedly. A properly designed solution prevents many network downtime events from even happening.

Whether services are used to augment your IT staff or provide an increased level of IT support for a growing business, it offers a viable cost and risk containment strategy.

So what is the profile for benefitting from Managed Service?

Businesses who are good matches share some common challenges:

- Technology is a key element supporting business operations and continuity
- Need a proactive IT strategy that minimizes unplanned downtime and expense
- Any network downtime has a direct negative impact on core business functions
- Own IT personnel need to focus more on high impact IT projects

What to look for in a Managed Service provider:

When evaluating a move to Managed Services, be sure you are comfortable with the proposed support scope and action plan. Check the ability to escalate issues, even after hours. Does the service provide customizable proactive performance alerts? You will also want systems monitoring and reports that measure network health and resource utilization. This data objectively informs future IT budgeting and resource allocation.

Managed IT Services really are a great option for small businesses to ensure cost effective business continuity. If you are ready to explore Managed IT Services, give us a call. Our staff can provide a customized complementary financial impact analysis for your organization.

