

Understanding Managed Services and what it can do for your company

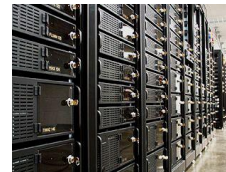
Background

Votum understands the challenges of technology investment and implementation and we are committed to helping establish the differentiation needed to thrive in today's evolving technical marketplace. We ensure seamless integration across vendor platforms and world class support made possible by our extensive IT experience and industry partnerships.

As part of our portfolio in dealing with mid-sized company's issues and requirements, Votum works with Managed Services providers to assist our clients with IT support and service management.

Managed Services Background History

- ④ Break-fix is where "Managed Services" got its start
 - When something broke, the client called and they came running to fix it...hopefully
 - Break-fix companies priced their services on a time-and-materials basis
 - Billed at hourly rate for repairing a customer's IT equipment
 - Charging for parts or replacement gear
 - **Not a smart way to manage business critical network environments!**
- ④ Break-fix morphed into basic network management strategies
 - Simple Network Management Protocol (SNMP) had been developing since the early 90's - being applied to PC's
 - Initially systems that watched these tools were complex to manage
 - Were geared only to large networks
 - Were prohibitively expensive for small business
 - As software matured (early 2000's) allowed smaller companies to utilize this same service
 - This technology started the Managed Services movement
- ④ Managed Services software in place today allows providers to work towards two major goals:
 - Everything on your network that will result in a user symptom or risk will send an alert before or when it happens
 - Managed Service Provider will know about it
 - Every alert is something important – needs to be addressed
 - More closely a Managed Service provider can get to these two goals
 - More perfectly they can achieve a truly managed service
 - More they can get away from "everything being an emergency" situation
- ④ "Managed Services" versus Break-fix mentality
 - Managed Services is a philosophical change in how companies deal with technology
 - Rather than fix when fail
 - Companies operating via Managed Services focus on prevention **BEFORE** disruptive activities take place
 - If back-ups, patches, and security updates are allowed to become out-of-date problems **WILL** happen
 - Bottom line will be impacted – either through lost productivity or lost revenue
 - Break-fix no longer good enough for your business
 - Managed Services cost no more than break-fix strategies – especially when consider true downtime costs
 - Following allow a managed services provider to be more efficient than a similar break-fix organization
 - Remote monitoring
 - Remote maintenance
 - Prevention of major issues
 - Managed service company can offer a "better" service without charging more
 - Why are so many IT Firms now promoting Managed Services?
 - It puts the IT Support Company on the same page as the business they are serving
 - With break-fix firms – only way to make money is something goes wrong
 - Double-edged sword – if do job too well - out of business
 - Happens to about 80% of all small IT Firms — they just don't make it
- ④ **Real Benefits of Managed Services**
 - Put in simple terms - biggest benefits of Managed Services is:



Company Profile

VOTUM is a technology company that improves the performance of our clients by helping them clarify strategic intent and use disruptive technology to gain operational improvements, increase profitability and gain a competitive advantage.

Solutions

- ④ Asset Tracking
- ④ Supply Chain Management
- ④ Distribution
- ④ Logistics
- ④ Transportation
- ④ Fleet Management
- ④ Physical Security
- ④ Identity Authentication
- ④ Custom technology development
- ④ Big Data/Analytics
- ④ BYOD
- ④ Strategy Planning

Performance

- ④ Services Improvement
 - Conceptual Overview
 - Technology Assessment
 - Current Process Mapping
 - Proposed Process Mapping
 - Cost Estimates
 - ROI Analysis
 - ITIL® Assistance
 - Program and Project plan Development and Management
 - Virtual CIO
 - Training

- Discovering and fixing problems before they can negatively affect your business
 - A well maintained, proactively serviced computer network always run better than alternative
 - Performed on a regular basis:
 - Proactive network monitoring
 - Patch management
 - Desktop optimization
 - Notice tremendous difference in operations
 - Will reap the benefits of preventing fires – rather than fighting them
 - Reduced costs:
 - Businesses are also able to control and reduce their overall operating costs with the flat-fee billing model
 - Cost-effective access to enterprise-level support is a reality
 - 24-hour monitoring:
 - Because Managed Services provider also manages:
 - All of your vendor relationships
 - Issues with internet slowness/outages, printers, phones, cell phones, websites
 - Dealt with directly with the vendor by the Managed Service provider.
 - As a result of this “always-eyes-on” network monitoring 24 hours per day
 - Businesses experience an additional level of comfort and security
 - Additional benefits of Managed Services Strategy
 - Increased operational efficiency
 - Reduced operating costs
 - Cost-effective access to enterprise-level support
 - Minimized downtime
 - Allows the focus to be on running the business, and not the technology
 - Peace of mind from knowing that the network is monitored 24/7/365
 - Beware of inferior imitations like “remote dial-in”
 - Managed Service Imitations:
 - Providing true Managed Services requires a substantial investment in:
 - Technology
 - Expert staff to operate the service
 - Some companies offering “Managed Services” are:
 - Merely “dialing-in” to fix problems
 - Not providing any “preventative maintenance” at all
 - Service is merely “break-fix” on steroids mentality
 - This “remote dial-in” service and the company offering it,
 - Doesn’t actually monitor your system
 - Not able to tell you where the system is vulnerable
 - Not able to fix problems before they negatively impact your system’s performance
 - Remotely “dialing-in” to a network is nothing more than “Break-fix” without a site visit



☛ Which type of maintenance do you currently have?

- If you answer “no” to any of the following questions, you are utilizing a break-fix methodology to maintain network - may benefit from managed service methodology without costing more
 - Do you find out immediately if data back-up fails?
 - Do you know which equipment on network is aging – might need replacing in 6 months?
 - Do you know if server and desktops have latest anti-virus updates installed and functioning correctly?
 - Do you know if latest security patches have been installed on network?
 - Do you know who the heaviest internet users are?
 - Whether they are downloading large files which can slow down the network, or accessing inappropriate web sites?
 - Do you know which PCs are running out of memory, affecting user performance?
 - Do you have one number to call for all of your technology service requirements?
 - Do you only hear from your computer guys “after” things break?
- Does your network feel like it’s running slower than it should? Votum can help!
 - Would you like to know if you are ready for managed services, cloud computing, or virtualization?
 - We can review your network and determine whether your infrastructure will support new technologies
 - We’ll also discover bottlenecks preventing network running at peak performance
 - After analysis, we will tell you what steps you need to take to improve your network’s performance



- ☛ Software Acquisition or Development
 - Requirements Definition
 - High-Level Software Design
 - Buy vs. Build Analysis
 - Detailed Software Design and Development
 - Software Deployment Plan
 - Enterprise Integration Development
 - Software Solution Testing
- ☛ Hardware Acquisition
 - Requirements Definition
 - Site Survey
 - Network Capacity Assessments
 - Hardware Specification
 - Hardware Deployment Plan
 - Hardware Acquisition
- ☛ Custom tag, identity authentication device, sensor and mobility solution development and integration
- ☛ Testing, Deployment and Training
 - Integration Testing
 - Solution Deployment
 - Solution Training
 - System Rollout and Support
 - Facility by Facility Rollouts
- ☛ Support Model Definition
 - Hosted Solution Management
 - Help desk
 - Break and fix
 - Tech dispatch
- ☛ Mobility Management
 - Mobility Management Software selection and deployment
 - BYOD Strategy
 - Device Selection, Acquisition and Support

For more information about our solutions, please contact the Votum Technology Group.

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