FOUR WAYS MANAGED SERVICE PROVIDERS (MSP) DELIVER VALUE

Running an in-house IT support team can be prohibitively expensive for small and medium sized businesses however, managed services providers (MSPs) are lightening the IT budget burden with a more cost-effective approach to managing SMB IT needs.

Outsourcing IT support to an MSP saves needing to pay a full-time salary (or salaries) to in-house IT staff, and can connect you with industry-leading IT expertise for a fraction of the cost of employing an experienced CTO and staff.

WHAT DO MSPs DO?

MSPs are particularly helpful for managing your data center, servers, and network infrastructure. While individual MSPs will tend to offer different services, they'll generally:

- Look after the maintenance of your IT equipment, including server management.
- Apply software updates and patches.
- Provide helpdesk-style IT support to your in-house team.
- Handle your data backup and security compliance.
- Help keep your IT infrastructure humming.

Most MSPs operate on a monthly subscription model, which means you pay a monthly fee for an agreed set of IT support services.

WHERE IS THE VALUE?

Return on investment (ROI) is front-of-mind for most SMBs owners considering engaging an MSP. The good news is that partnering with an MSP can deliver significant value to your business.

① Improved Reliability

Working with an MSP is perhaps the fastest way to close any existing skills gaps in your in-house IT department. MSPs have the up-to-the-minute expertise to keep your IT infrastructure performing at optimal levels, and many provide predictive maintenance to prevent downtime.

② Compliance you can trust

Data security is becoming an increasingly important business concern, and an MSP can help ensure you're meeting your compliance responsibilities. They'll usually also offer data backup services so you can trust that your data will be appropriately secured.

③ Cost savings

Many MSPs can audit your existing IT infrastructure and recommend ways to streamline your operations. This will likely lead to cost savings in future hardware and software deployments and cut down on the amount of IT labor required.

④ Better vendor deals

As many MSPs have existing relationships with hardware and software vendors, they'll likely be able to negotiate better deals for you.

HOW DO I SELECT A MSP?

When assessing MSPs, look for companies that are interested in understanding how your business operates over and above selling you a list of standard services. A good MSP will take a proactive approach to add value to your IT operations, and this requires an intimate understanding of how your business processes fit together.

The keyword here is 'strategic.' The better MSPs will strive to improve your overall IT operations, not just sign you up for generic support and maintenance services.

Partner with the right MSP and you'll connect your SMB to the latest IT expertise and innovation that has traditionally been reserved for the big end of town.

Thompson Knows

Thompson Innovation is a leading provider of IT Security and Managed IT Services.

The Thompson team of network engineers develops end-to-end IT solutions to optimize performance and ensure network and data security for your business. The goal is to maximize your business productivity with tactical planning, early detection, proactive solutions, and regular maintenance. Thompson has the customized solution for you in the industry you thrive in. Thompson knows how to help your company succeed and one call or email can get the process started. Contact us today and let us show you what we can do for your business.

Contact us for more information!

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