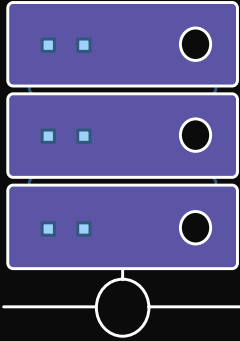# What is
Managed IT?

A beginner's guide to
Managed IT Services

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Is Your Business Keeping Up With Technology?

Technology is constantly evolving, and the rise of remote and mobile workplaces has only added pressure to keep up. The rapid pace of change creates challenges for businesses across all industries as they increasingly incorporate new technologies into their operations and face staffing issues in the IT arena.

Keeping on top of upgrades, security patches, new equipment, best practices, cyber threats, and security can be a challenge. Add to this the need for a holistic technology strategy and it can easily become overwhelming. With the complexity of today's technology, there's a reason IT services have become the 2nd most popular outsourced support after professional accounting services.

MANAGED IT DEFINED

Managed IT Services refers to the day-to-day monitoring, management and operation of IT assets, processes, and workflows. Services typically include remote management and proactive monitoring of servers, desktops, and mobile devices, backup and recovery, and communications platforms.

The shift from an unmanaged to a managed IT infrastructure allows small, medium, and large organizations to leverage 3rd party expertise, where needed, to optimize their technology spend, improve performance and prevent avoidable disruptions.

Engaging a Managed IT services partner will reduce internal IT workloads creating more time to focus on mission-critical tasks or supplement your team if they lack a certain skill set or don't have the resources to complete time sensitive projects.

Stats & Facts

Top 2 outsourced services by small and medium-sized businesses are **Accounting** and **IT Support**.	A managed IT approach tends to decreases overall IT costs by **25-45%** & improves operational efficiences by **45-65%**.	**71%** of businesses don't have a holistic technology roadmap.
Fortunely	Mordor Intelligence	OfficeTechInsider

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Could your business benefit from Managed IT?

Common IT **Challenges**

The complexity, pace of change and talent required to manage today's IT infrastructure can be ovewhelming.

Budget Constraints
Hiring and training IT staff is time-consuming and expensive

Lack of In-house Expertise
Complex IT infrastructures require unique, specialized skill sets

Data Loss
Lost data due to absence of routine maintenance

Security Vulnerabilities
Lack of time to stay on top of the latest threats

Downtime / Productivity Issues
Service outages due to a lack of staffing/knowledge

Popular **Solutions**

Improve productivity, cost control & security protection with a holistic IT strategy.

Fixed Monthly Fee
Predictable costs allow for consistent budgets reducing cash flow burdens

Certified IT Professionals
Easy access to leading-edge, certified experience

Backup and Disaster Recovery Plan
Centralized applications and servers ensure business continuity

Threat Monitoring, Detection and Response
24/7 monitoring can identify threats and respond immediately

Proactive Monitoring and Maintenance
Maximize uptime addressing issues before they become critical problems

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Self Assessment Questions

Find out if Managed IT Services could help your business.

	YES	NO
1. Can your internal resources support your entire IT infrastructure?	☐	☐
2. Are you able to detect cybersecurity threats?	☐	☐
3. Have you tested your Backup & Disaster Recovery plan?	☐	☐
4. Are you using cloud technology effectively?	☐	☐
5. Can you predict your IT budget?	☐	☐
6. Do you have a password strategy that includes 2FA or password protection?	☐	☐

If you answered no to any of these questions, we recommend that you start with an IT Strategy & Risk Assessment to mitigate your security risks, keep your systems up and running and prepare your business to meet new technology challenges.

Need help? We're ready when you are.

About Hub TGI

From a printed page to advanced IT services, we make you feel like a customer again.

Together we can help you leverage technology to control costs, boost productivity and secure your data. You benefit from insightful analytics, our long-standing vendor relationships and unsurpassed customer service that reaches from coast to coast.

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