

# THE BENEFITS OF A MANAGED IT SERVICES RELATIONSHIP



# WHY TRANSITION FROM BREAK/FIX TO **MANAGED SERVICES?**

**Is your company ready for a managed services provider? With the benefits it can bring to business networks, it makes sense for all but the smallest of companies.**

Once your network reaches twenty to twenty-five computers, your technology begins to represent both a major opportunity and a major threat for your company. Planned correctly, technology decisions can make everyone in your office more efficient. Without proactive planning, however, it's not uncommon for a single point of failure to bring an entire computer network down, leaving your employees with nothing to do but sit and wait for it to be fixed.

## **Break/Fix Providers Don't Plan Ahead**

Unfortunately, "break/fix" providers don't excel in the type of proactive planning that prevents network downtime from happening, or quickly resolving it when it does. Break/fix providers earn compensation each time they visit your office, so they aren't incentivized to prevent all of your network hiccups even if they had the time, headcount and expertise to pursue that goal.

## **Managed Service Providers Excel at Proactive Planning**

Managed services providers (MSPs) focus on preventative maintenance. These companies take care of your network in exchange for a monthly fee. When problems are encountered, it's the MSP's responsibility to get them fixed, generally without charging any additional fees. For these relationships to remain beneficial for both parties, the MSP must invest in prevention, minimizing the number of problems they have to resolve after the fact. That translates to much less network downtime.

**Why Does Proactive Planning Matter? Consider The Following Example: *(Next Page)***

# It's 2PM on a Monday, and your office just lost internet access.

Do you have a technology partner, or a "break/fix provider"?





## How Do Managed Services Providers Dramatically Reduce Downtime?

As you can see in the example above, a managed service provider prevents a tremendous amount of downtime when compared to a break/fix technician.

Here's how they accomplish that:

A managed services provider installs software on your network that monitors it for errors, downtime and viruses. Because of this, they reach out to you, rather than the other way around.

Managed services providers have employees assigned to monitor networks and resolve issues in real-time. Break-fix providers are much more likely to be on another call when an issue arises, and it may take hours for them to get to your problem.

As mentioned earlier, MSPs are incentivized to find the root cause of a problem, and resolve the problem, as quickly as possible. There's no financial incentive to revisiting an issue over and over again.

Because they actively manage many networks, MSPs see many instances of the same issue. And because they don't want to have to fix it half a dozen times at different clients, they use the knowledge they gain fixing an issue the first time to proactively protect all of the others.

MSPs also have business relationships with other technology vendors, including internet service providers, audio/video installers and cabling specialists. This allows them to bring the focus of those companies' experts to the issue quickly and get it resolved if they are at fault.

**Contact us to learn more about how a managed services relationship can help your business! Email: [solutions@wingswept.com](mailto:solutions@wingswept.com) or Call: 919.460.7011**