GUIDE TO
MANAGED SERVICES

access one

Technology Solutions, Delivered with Care

Overwhelmed by the technologies you need to run your business?

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Even if you have dedicated IT staff, managing business technology is no small feat. The sheer volume of daily tasks such as patches, updates, and setting up workstations for new employees can take up huge amounts of time for an internal IT person. Wouldn't you rather allocate internal resources toward critical initiatives that help your business grow and keep it running smoothly?

Managed IT services are the answer. A good managed IT provider gives you so much more than just day-to-day IT support, though. You'll learn everything you need to know about managed IT services in this guide.

WHY DO BUSINESSES USE MANAGED IT SERVICES?

There are many reasons why companies seek the help of a managed IT provider. According to Spiceworks,

"managed hosting, managed hardware support, and managed storage/backup will account for the biggest portions of managed service spend in 2020."

Your business' specific needs will dictate the contents of your managed portfolio. If you're struggling with one (or more) of these issues, learn how managed IT services can help.

MY IT TEAM IS OVERWHELMED!

With all the new technologies businesses can leverage, there's much more involved in IT than ever before. Even if you have a fully staffed IT department,

A) there may still be holes in their expertise, and

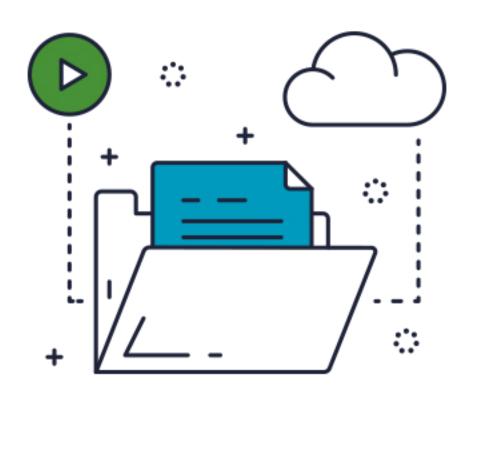**B)** keeping them on staff full-time can be extremely expensive.

A good managed IT provider will bolster your IT department in whatever way you see fit. Whether you need to hand off mundane, daily IT tasks or if you need a complete overhaul of your network, managed IT services will help.

I'VE GOT SECURITY FATIGUE.

Too many IT decisions to make in a short period of time? This exhausts your resources and results in insufficient progress – making your business more vulnerable to security threats.

Managed services providers that offer security services can help address crucial pain points in a business, especially for those with security fatigue and an incomplete cyber security model.

I NEED TO MOVE TO THE CLOUD.

When businesses find a significant gap between the technology they're implementing and their in-house resources for monitoring and maintaining those systems, they often seek the help of a managed IT provider for a move to the cloud.

If your transition to cloud has been rocky, it's time to smooth it out with the help of a managed services provider. Outsourcing involves moving management of cloud solutions and technical support to a provider as a pathway to enhanced business operations.

WHAT DOES MANAGED IT ENTAIL?

If any of the above scenarios sound familiar, you need the support of a managed IT services provider. While not all managed services providers are created equal, a good one will meet a few key expectations:

1
Managed IT services can be used to take over menial tasks.

A managed services provider will free your existing IT staff to focus their attention on more strategic projects and goals. Your managed IT services provider can handle bug fixes, updates, and day-to-day support so that you can allocate your resources more effectively.

2
A good managed services provider will work with your budget.

The right managed IT provider will strategize with you to determine the scope of services that is the best fit for your needs and your spending goals. You won't pay for any services you don't need, and the services you do receive will add tremendous value to your day-to-day operations.

3
Security will improve thanks to 24/7 monitoring.

A managed IT provider offers 24/7 monitoring and immediate threat response, so even when your office doors are closed, your network is being watched.

4
Minimize the risks involved with workforce mobility.

A good managed IT provider will help create stronger security protocols for your BYOD policy, and you'll have the assurance of secure access to your network from multiple devices.

Managed IT services can also cover a wide breadth of complex technology support needs. A good provider offers:

Cloud solutions: Your managed services provider should be able to support your need for services that include public or private cloud solutions, backup and disaster recovery, cloud-based security, UCaaS/hosted phone systems, colocation, infrastructure as a service, and more.

Managed network solutions: From managed servers, managed firewall, and managed switches to managed wireless access points, your provider should keep you secure and up to date and resolve network issues quickly.

Outsourced help desk: Your managed IT services provider can free up your internal resources by fielding calls, emails, and automated alerts related to your users' technology issues. You'll get ensured, optimal performance and system security through the application of patches and updates.

Managed security: To stay ahead of current threats and safeguard critical data, you need the right mix of in-house talent and technology. Managed IT security services delivered by a reputable, reliable third-party provider offer a way to get the best of both worlds.

vCIO/vCISO: Get the reliability and accessibility of top-tier executives on demand without the need to recruit new talent, pay full-time salaries, or provide benefit packages.

WHAT ARE THE BENEFITS OF MANAGED IT SERVICES?

No matter what your main driver is for enlisting the support of a managed IT services provider, the advantages touch every corner of your business technology.

YOU CAN EXPECT THESE FOUR MAIN BENEFITS WHEN YOU WORK WITH A GOOD MANAGED SERVICES PROVIDER:

Improved Security
Managed security services identify and fill vulnerability gaps within your business. You'll rest easy knowing security experts are monitoring your network 24/7/365.

Access to Experts
We can't emphasize this point enough: even a fully staffed IT department can have critical holes in expertise. Managed IT provides access to expertise across the technology spectrum – negating any skills gap you have.

Cost Savings
Labor, equipment, and more can add up. Managed IT gives you an all-in-one, scalable monthly subscription fee. Your end users will immediately see value, and your IT department will get the flexibility to work on growth-minded initiatives.

Competitive Edge
A CenturyLink study found that 92% of companies either will use or have already used a third party to achieve digital transformation. Companies that don't use managed IT are in the minority and are likely to fall behind.

MANAGED IT SERVICES SUCCESS STORIES

"We have been an Access One customer since 2006, and in that time we have added several locations throughout the Chicagoland area. We receive high-level service from the Tech Support, Sales and Account Management teams, as well as the Engineering staff, which is not readily available from all providers and is truly appreciated."

–Konstantine Stamatis, IT Consultant, Binny's Beverage Depot

At Access One, we've worked with thousands of businesses over the years and know that each unique organization requires a customized approach to managed IT services. We are committed to helping our clients translate a complex technology landscape into effective solutions and successful outcomes. Read our case studies and see how businesses across industries have benefited from Access One managed IT services for nearly 30 years.

READY FOR YOUR OWN MANAGED IT SERVICES SUCCESS STORY?

Whether your IT team is overwhelmed, your security is lacking in the face of new technology, you're ready to make a transition to the cloud, or you just need day-to-day IT help, Access One is here for you. We are the managed IT services provider that will help you achieve your technology goals. When you're ready to reap the benefits of an expert partner, get in touch with Access One.
Email us at **info@accessoneinc.com** or call **800-804-8333** today.