

When Should You Invest in Managed IT Support?



It's no secret that your office productivity will improve with managed IT support, but how do you know when to make the leap? If you're in charge of running a small organization, understanding when to let a professional take over your IT services can be an intimidating (and expensive) decision. Not sure if your nonprofit would benefit from managed support? Consider the following:



You Should Invest in Business IT Support if...

Your business relies on an internal server

Your internal server contains all of your company's intellectual property and is integral to providing your products and services to your customers, which is why it's so important that it's maintained and updated regularly. Instead of relying on the break/fix method which can result in extended and unnecessary downtime, investing in continual, reliable IT support will keep your server up-to-date and functioning properly.

Your internal IT support has fallen on the shoulders of an employee who wasn't hired for IT support

Maybe Bill in development is tech-savvy and has been the de facto technician around the office. While this might work for a while, all the time Bill is spending fixing and maintaining your business' technology could (and should) be spent on what he was hired for. When Bill is spending more time working on "computer system bugs" than on his role for your organization, then it's well past time to outsource your IT support.

Your team has multiple devices that require access to the company's data from anywhere

Being able to connect to your internal server remotely (via VPN) can improve your company's efficiency and ability to do business. If you've ever been in the situation where you can't get an important file remotely, you know just how important it is to be connected. With a Managed Services Provider (MSP), you can have onsite and remote support to ensure that you'll always be connected.

Your organization is growing rapidly

The vast majority of our clients come to us in a period of considerable expansion—which makes sense considering how overwhelmingly fast your organization can be growing. Typically, in these periods of progression, everyone is busy doing their job (and probably more) and things like IT management fall through the cracks. Instead of overwhelming Bill from development, hire a professional who can get the work done in a fraction of the time, is always up-to-date with the latest trends and technologies and offers reliable support. (Bill will thank you.)