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Managed IT Services – Are they the right choice for your business?

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First, let's start off by saying that the purpose of this article is not to convince readers that Managed Information Technology (IT) Services are right for your business, as there are many factors that must be weighed in order to derive upon a proper conclusion. Our goal at [UniVirtual Solutions](http://UniVirtualSolutions.com) is to educate and provide the *right* services to enhance individual businesses, services directly in-line with business needs, unlike many competitors who work to over-sell unnecessary services. With this stated, being informed and aware of what *sound* Managed IT Services has to offer your business and knowing the right questions to ask when considering hiring a Managed Service Provider (MSP) is *key* for ensuring that such technology solutions are not only efficient and effective but also fit your day-to-day business operations.

With the rise of MSPs, it can be overwhelming to get accurate facts necessary to determine whether or not Managed IT Services are the right choice for your business. Should you decide Managed IT Services are needed, careful investigation is necessary to compare MSPs and understand the actual services provided, appropriate level of coverage, as well as comparison price shopping. The purpose of this article is to provide basic Questions and Answers (Q & A) to assist businesses in their quest to:

- 1.) Determine if Managed IT Services are the right choice for your business.
- 2.) Factors to consider when determining your Managed IT Services provider.

Q1 – What is Managed IT Services?

A1 - Managed IT Services is basically IT outsourcing at its finest; by definition a person/company outside of the organization/system hired to assume responsibility for providing a defined set of services *proactively* as a strategic method for operational improvement. Just as the definition states, proactive should be the focus of employing the *right* company to handle your Managed IT Services (this aspect expanded upon in A3).

Q2 - Can Your Company Really Benefit From Managed IT Services?

A2 - Ask these series of questions below to assist you in your research:

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1. Is your data business critical (necessary for the day-to-day operation of your business)?
2. Do your employees enter and pull data from a centralized location such as a server and/or database?
3. How often does your network experience issues and when this occurs are your employees able to complete their work?
4. Does your employees' communication with customers, partners and/or vendors rely primarily on e-mail?
5. Does your company business rely on e-commerce (buying and selling of services and products electronically)?

If your answer was “yes” to any one (1) of the above questions, Managed IT Services could possibly benefit your company. If you answered “yes” to two (2) or more of the above questions, your company most likely does require some level of Managed IT Service.

Q3 – How do you go about selecting the right MSP to handle your IT business needs?

A 3 - There are many factors to consider when selecting the right company to handle your IT business needs, many of which go beyond the scope of information provided in this article, however here are some basic guidelines to steer you in the right direction.

Technology

Know what type of software the MSP is utilizing to monitor and maintain their customer's IT data and/or devices. Always ask this question. If the company does not have a customer login page that allows clients (Managed IT Services customer) to view how their system is setup for monitoring and alerting, this could be a potential red flag and you might want to consider looking elsewhere.

Sound MSPs should use trend analysis, reporting solutions, amongst other tools to ensure an interruption-free business approach, which will significantly reduce resolution time and even eliminate many potential issues. [UniVirtual Solutions](#) utilizes the most advanced, state of the art technology to monitor and maintain customer workstations, servers, and network devices 24 hours a day, 7 days a week and 365 days a year to reduce repair/downtime.

Terms and Conditions

Know what services are not only offered but included. MSPs should have a defined and visible list of services provided. Make a checklist of the services you believe would benefit

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your business and keep in mind that a good MSP should be monitoring 24/7 to proactively recognize and resolve potential issues. Ask questions to identify support coverage such as helpdesk support, guaranteed response time and issue remediation.

Some companies claim to be an MSP, yet operate as a “break-fix” type shop. Don’t be fooled by companies that state they can offer full support for your servers, desktops, network devices and/or application(s) but do not have a sophisticated Managed IT Services solution in place.

At [UniVirtual Solutions](#), several of our clients have testified that prior to employing our services, they were under the impression that from an IT standpoint they were fully supported and protected, yet discovered that routine issues were not included, rather resulted in additional elevated expenses. As a result, customers shared with us that their total annual cost for coverage was much higher due to repair/downtime and hourly wages spent on time resolving issues that they assumed were included in the their contract/agreement. Be well informed of the MSPs’ terms and conditions included for Managed IT Services that you are evaluating. As part of our mission and core values at [UniVirtual Solutions](#), we believe in gaining our partnering customer’s trust and demonstrate that by providing thorough written and verbal explanation of all service coverage expectations included with our offered Managed IT Services.

Price

Price transparency is very important. This goes back to possessing a complete knowledge of the MSP prior to entering into an agreement/contract. Most MSPs provide prices based upon packages, a method of grouping together commonly used services. There are usually multiple package levels as well, and of course, usually the higher tier of pricing premium, the higher level of coverage. Package pricing can be an effective pricing tool; however, many businesses use this approach to generate more revenue by grouping standard Managed IT Services into the highest package tier. Often, results are that business customers end up paying significantly higher prices for premium packages only because they are in need of one (1) or two (2) additional services not included at the lower package rates.

At [UniVirtual Solutions](#), we offer a robust and fully customizable set of packages, referred to as [Choice Solutions](#), which are not only transparent but tailored to fit the needs of individual businesses. [UniVirtual Solutions](#)’ packages are designed by input from both Database and Systems Administrators, as well as from existing customers. At [UniVirtual Solutions](#), customers love our customized pricing approach. And we’re so confident in our prices that they are featured on our website, unlike most competitors who require you to send contact information prior to a quote. Again, prices should be transparent.



Q4 – How will setting up or changing Managed IT Services affect my business?

A4 - A sound MSP that has the right technology, knowledge and people in place should be able to arrange the system with minimal to no interruption and/or inconvenience of your day-to-day business operations. Partnering with [UniVirtual Solutions](#) is seamless and stress-free.

Please check out our website, www.UniVirtualSolutions.com and contact us. We'd love the opportunity to learn more about your business and see how [UniVirtual Solutions](#) can benefit your business.

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