

# 10 BENEFITS

## OF MOVING TO A MANAGED SERVICES PROVIDER



### AN INTERNAL IT TEAM...

Is typically perceived as the cheaper option. However, you might be faced with ad-hoc maintenance bills, need to pay staff overtime or even hire contractors for support.

Can be bogged down with help desk issues and troubleshooting, which inhibits efficiency.

Is unlikely to have the vast expertise, resources and training to mitigate and manage security risks. **DID YOU KNOW:** less than ¼ of IT professionals believe their security staffing is ideal<sup>^</sup>.

Can struggle to find the time to deploy critical software updates.

Doesn't have a fallback option when things get too busy.

Often only consists of a few people—a risk factor that can leave your business helpless if someone falls ill or is required to take unexpected leave.

In most instances will only provide IT maintenance during business hours.

Limits your business's scalability.

Brings the challenge of trying to keep skilled staff (and their knowledge) at the company.

Are busy doing their day-to-day job.

### A MANAGED SERVICES PROVIDER...

Provides total cost control through a fixed-price agreement. **DID YOU KNOW:** 50% of businesses with managed services cut annual IT costs by 25%<sup>\*</sup>.

Can look after what you don't want to—freeing your staff to focus on innovation and driving your business forward.

Brings enhanced security and systems monitoring. A provider that specialises in security (like Kiandra), will even use the same tools as the hackers (and some that are better!) to protect your systems from intrusion.

Is dedicated to keeping your systems patched and up-to-date.

Can partner with your team, offer support and fill in the gaps where needed.

Means you have access to a complete team of professionals who are skilled in a wide range of technologies and available when you need them most.

Can offer extended, after hours support, depending on your needs.

Gives you greater flexibility by allowing you to scale your infrastructure and systems up or down depending on your needs.

Brings knowledge and skills that are documented and easily transferrable.

Keeps abreast of the latest IT trends and emerging technology that can benefit your business.



<sup>\*</sup>blog.milestonepowered.com/why-work-with-a-managed-service-provider <sup>^</sup>cs0.com.au/article/617964/pressure-australian-csos-cybersecurity-breaches-found-near-ubiquitous/