SUPRA ITS
Information Technology Services

MISSISSAUGA, ON – February 3, 2011

Managed IT Services – Find a Provider that Works for Your Business

Good cases for adding a managed IT services provider to your roster of significant suppliers are not hard to find. Results, however, are what make the difference between a good business decision and one that leaves your employment hanging in the balance. Assessing your options is all about knowing what you need, and asking the right questions.

Across-the-board efficiencies, increased staff, administration and company-wide productivity, recovered time and resources, plus the security of minimal liabilities and a constantly updated IT infrastructure are the big attractions.

Managed service providers, by loose definition, provide businesses with information technology needs over the Internet. Ranging from network monitoring and security to data backup, Virtual Private Networks and VOIP services.

Allowing a business to focus on its core competencies goes a big way to providing competitive advantage in increasingly competitive marketplaces. For many companies – SMBs in particular – building an in-house resource of the size and capability that allows you to operate a first-class business machine is usually prohibitive, especially when you begin to count the cost of maintenance fees and 24/7 help desk services.

But there, again, we come to the danger of the unknown. A leading body in the Managed Service Providers field, the MSP Alliance, has stated that as little as 5 per cent of MSPs would qualify as 'very good'. For companies searching for a reliable MSP with the skills, resources and experience to entrust an organisation's day-to-day business with, there are some simple things to look out for.

Most major manufacturers, who usually provide the hardware and software behind the MSP's package, have accredited Elite Partners or Preferred Partners lists, which will give a good indication of an MSPs experience.

Then there is the question of need. Some Managed Service Providers specialize in certain areas, as specific as diverse as Help desk Services, Sharepoint

-more-

[Services](#), [Network management](#) or Data Backup. Some MSPs cover a single or a couple of areas, others have expertise across the board. Understanding your organisation's needs is a necessary step to finding the right managed service provider.

A major benefit of employing an MSP is cost. Not just the upfront investments in people, equipment and additional space required to house everything, but, more so, the expense of constant updating. A managed services partner will apply the latest technologies, encryptions, methodologies and protocols as standard. Because security is at the heart of an MSP's business, that's a major headache you never need to have. The big gain for large organizations is that, with an MSP, the expense is limited to money, as opposed to time and money.

Check list: How to pick a Managed Services Provider

o You're looking for a professional service – so research like a professional
o Assess your business needs. Which areas can most benefit from cost and time savings by engaging an MSP?
o Check that the manufacturers used by the MSP (Microsoft, HP, etc.) work with your business.
o Check location. Ideally, you might on occasion need someone on location at short notice.
o Ask for a client list, and get some positive references.
o Credit check. It's good to know that your MSP will stay the course and keep you running at all times.

Supra ITS Group of Companies:
Supra ITS: www.supraits.com
PrinterLogix: www.printerlogix.com
Atomic North: www.atomicnorth.com
Backup Silo: www.backupsilo.com
Site in Motion: www.siteinmotion.com

Author:
Hill D'Souza, Director, Business Development, Supra ITS
Email: Hdsouza@supraits.com