



TekConcierge

HOW TO CHOOSE A RELIABLE IT SERVICE PROVIDER

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Content

INTRODUCTION	3
CHAPTER 1 The benefits of outsourcing IT services vs. hiring internally	4
CHAPTER 2 How to get right-sized, always-on IT services that scale with your business	6
CHAPTER 3 Four services a high-quality IT partner will deliver to your business	7
CHAPTER 4 How your IT partner can help you achieve business goals	8
CHAPTER 5 Why not to choose a technology service provider on price alone	9
CONCLUSION	11





Introduction

For small in-house teams, utilizing Office365 alongside basic antivirus and cybersecurity measures may initially seem sufficient. However, as you consider expanding your team across multiple regions and adapting to a blend of in-person, hybrid, and remote work environments, your cybersecurity requirements will inevitably increase. This requires robust IT support capable of protecting your business network from increasingly sophisticated cyber threats.

Recruiting a dedicated IT specialist might appear to be a solution. However, the high demand for skilled technicians, coupled with budget constraints, can make it exceptionally difficult to attract the right talent.

For companies striving to establish themselves in today's competitive market, assembling an internal IT team presents significant challenges. Fortunately, the alternative of engaging an outsourced IT department offers a viable solution. Outsourced IT services can provide comprehensive software solutions and technical support essential for running an efficient business.

For those unfamiliar with the advantages of dependable, outsourced IT services, this eBook will guide you through the many benefits that your business can leverage.



Chapter 1

THE BENEFITS OF OUTSOURCING IT SERVICES VS. HIRING INTERNALLY

Many businesses are adopting the trend of hiring technology partners for IT staffing, yet some remain undecided about outsourcing versus maintaining in-house IT services.

Contrary to common belief, external IT service providers can often resolve issues more efficiently than internal teams by utilizing advanced remote technologies.

Consider reducing your IT maintenance efforts and opt for a Managed IT service provider capable of handling all your IT needs comprehensively.

Here are five advantages of partnering with a Managed IT Service Provider:

MORE COMPREHENSIVE SUPPORT

Outsourcing enables you to engage a team that possesses the necessary qualifications, training, certifications, and experience tailored to your industry's demands. Instead of depending on a single professional, you benefit from the collective expertise of a full technical support team. Partnering with an IT service that adheres to government regulations and industry standards not only enhances accuracy but also minimizes risks and liabilities.

MORE RELIABLE

Highly skilled IT professionals are invaluable assets to any organization. However, their departure can pose significant risks if they are the sole custodians of critical institutional knowledge, encompassing your business applications, systems, and personnel. In contrast, opting for outsourced IT services ensures continuity of support. Should a technician from your IT partner depart, the presence of a structured backup system mitigates any potential disruption.

WORRY-FREE

Outsourcing IT responsibilities allows you to concentrate on managing your business without the distraction of resolving technical issues. By partnering with an IT service provider, you gain access to all the necessary software and personnel, eliminating the need to independently search for, purchase, and manage these resources. The service is designed for ease of use, offering a seamless "plug and play" solution.





PREDICTABLE COST

IT service providers leverage buying power with major vendors to offer cost savings. They feature a dedicated procurement team to minimize costs and speed up deployment. Transparent, straightforward pricing supports predictable costs for growth budgeting. You'll receive clear billing statements for both one-time and recurring services. This approach ensures comprehensive service delivery without unexpected fees, streamlining budget management.

ON-DEMAND

An IT partner offers outstanding 24/7/365 support with a team of skilled engineers and technicians, ensuring rapid resolution of issues every day of the year. Acting as a trusted advisor, the IT partner is committed to proactively preventing, mitigating, and eliminating system downtime. With options for constant monitoring or on-call support tailored to your budget, IT support is both affordable and flexible.

Even if your organization already has an in-house IT team, complementing their efforts with outsourced IT support can maximize their effectiveness. Your internal team can focus on the tactical elements, applying their deep understanding of daily business operations and requirements, while outsourced IT consultants can concentrate on building a strategic foundation that supports long-term growth. This collaboration enhances overall IT efficiency and effectiveness.

Chapter 2

HOW TO GET RIGHT-SIZED, ALWAYS-ON IT SERVICES THAT SCALE WITH YOUR BUSINESS



If your business suddenly doubled in size, would you have the necessary people, processes, and technology to support that growth?

Many businesses would struggle to affirmatively answer this question due to the complex variables involved.

Outsourcing IT can be a cost-effective solution for meeting your needs while adhering to a budget, allowing you to remain competitive without overspending. It enables businesses to access needed IT services at a lower cost than maintaining a full-time staff, with the flexibility to seek support only when necessary. The funds saved can then be reinvested into your company's growth.

Partnering with a strategic, experienced Managed IT Service Provider like TekConcierge ensures that you have immediate support to manage your company's expanding requirements. We can equip your business with the right technical services and solutions to support your employees and customers, adapting to your needs whether your business scales up or down. This approach ensures you have continuous, adaptable IT support, ready for any business scenario.



Chapter 3

FOUR SERVICES A HIGH-QUALITY IT PARTNER WILL DELIVER TO YOUR BUSINESS

The first step towards a successful partnership is to identify a reliable company to collaborate with. Your technology partner should be capable of meeting your company's specific needs, ensuring optimal IT performance, and directly tackling any emerging challenges.

Here are four critical services that any strategic IT partnership should offer:

REGULAR ASSESSMENTS

Regular assessments and technological updates are critical to minimize downtime and ensure that your systems consistently perform at their best. You need a technology partner that actively collaborates with you, anticipates your IT requirements, and ensures the right technological resources are in place for your business.

ONGOING MONITORING

Your IT partner should proactively manage any issues that arise, whether through continuous monitoring or by responding to customer alerts. This proactive approach includes addressing operating system issues, server hardware failures, and managing antivirus and anti-malware solutions. An IT company that actively monitors, patches, and updates your systems keeps your technology up to date.

QUARTERLY REVIEWS

Considering your busy schedule, frequent in-depth meetings with your IT partner may not be practical. Quarterly business reviews are a crucial opportunity to connect with your IT service provider to review both achievements and challenges. These reviews should provide a forum to discuss any technological concerns or issues. An IT partner's commitment to quarterly evaluations shows their dedication to supporting your goals.

REGULAR REPORTING TO DEMONSTRATE ROI

Clients expect technology partners to demonstrate their value by delivering a significant return on investment (ROI). One effective way IT partners can do this is through regular reporting. Your IT partner should supply visual reports that include details on quarterly billing, ongoing risk assessments, and potential areas for improvement, clearly demonstrating their performance and the value they bring.

Chapter 4

HOW YOUR IT PARTNER CAN HELP YOU ACHIEVE BUSINESS GOALS

Our IT team is well-versed in technology and takes the time to understand your company's goals and needs. They are equipped to help you choose and implement the most effective solutions that address your current requirements and lay a robust IT foundation for your business's steady growth. By outsourcing your routine IT support, your in-house team can concentrate on strategic initiatives that expand your business rather than managing daily IT tasks.

Here are four key metrics a technology partner should concentrate on to support your business's success:

TECHNOLOGY ALIGNMENT TO BUSINESS GOALS

Aligning your IT environment with your business strategy is crucial for minimizing obstacles and ensuring long-term operational smoothness. If your IT partner understands your business objectives, timelines, and success metrics, they can ensure your IT infrastructure is ideally suited to support your journey.

UPTIME YOU CAN COUNT ON

Downtime is a critical issue for any business, as power outages, equipment failures, or security breaches can lead to significant financial and productivity losses. A competent IT service provider, with comprehensive, real-time monitoring and rapid response capabilities, can proactively guarantee consistent uptime and strengthen network resilience.

RAPID RESPONSE WHEN ISSUES ARISE

Delayed responses to IT issues can result in the loss of crucial data, reduced productivity, and financial losses. Your technology partner should be capable of quickly addressing vulnerabilities and resolving issues to minimize impact, reduce damage, and maintain continuous operation of systems and services. A dedicated IT service provider will diligently address even minor problems to prevent any long-term consequences.

EFFICIENCY

When your IT partner is fully aligned with your business goals, they can effectively plan for necessary hardware, implement appropriate security measures, and manage access rights for staff. They can also optimize your IT infrastructure to handle increased traffic efficiently, preventing slowdowns or downtime.



Chapter 5

WHY NOT TO CHOOSE A TECHNOLOGY SERVICE PROVIDER ON PRICE ALONE

Exercise caution with IT service companies that offer ideal solutions and convincing messaging but lack the practical experience or certifications required to manage unique challenges or sophisticated cyber attacks.

Choosing an IT partner based solely on price can be misleading and potentially expensive. If your IT service provider does not possess the necessary expertise and experience, they might overlook essential configurations and updates, making your business vulnerable to cyber threats.

Here are three common mistakes businesses make when selecting an IT service provider:

PARTNERING WITH COMPANIES WHO SPEAK IN TECHNICAL JARGON

Some IT service providers communicate using complicated technical terms that may be hard to understand. It's important to ensure that your IT partner can explain technical details to your staff in clear and simple terms.

NOT CHECKING ON SCALABILITY

Your organization's needs may vary over time, and it's crucial that your IT service provider can adapt to these changes. If your IT partner lacks the necessary skills and resources to scale with your business, you may encounter challenges. Clearly communicate your current size and scope of operations so that your IT services can be appropriately scaled when needed.

NOT SPEAKING ABOUT THE COMPANY'S SPECIFIC NEEDS

Avoid providers that only offer generic, one-size-fits-all solutions. Make sure to communicate your unique requirements to potential IT service providers to confirm they can provide tailored solutions that meet your specific business needs.

It's essential to choose an IT company that understands your unique needs and is committed to supporting your growth.





Here are additional factors to consider when selecting an IT service provider for your business:

- ▶ Do they conduct routine network assessments?
- ▶ Can they integrate with the technologies you currently use?
- ▶ Are their solutions scalable?
- ▶ Do they provide reliable, on-demand support?
- ▶ Do they have any exclusive solutions?
- ▶ Can they consolidate your services into a single, predictable monthly invoice?
- ▶ Do they provide real-time ROI reporting, such as tracking hours of downtime avoided?



Conclusion

An effective IT service provider should not only meet your technology and business requirements but also enhance your capabilities through the optimal combination of skilled personnel, advanced technology, and efficient processes. They should offer you the expertise necessary to keep pace with technological innovations, ensuring that your systems and strategies remain cutting-edge.

Even with a trusted expert managing your IT needs, your business can still face significant risks from cyber threats. Cybercriminals continuously seek vulnerabilities in your system to exploit, aiming to infiltrate and extract sensitive data. The threat landscape is dynamic, requiring vigilant security practices to protect against potential breaches.

If you're interested in evaluating your company's cybersecurity posture, consider taking proactive steps such as conducting an IT network health assessment or a dark web scan. These measures can help identify vulnerabilities and the presence of your company's data on the dark web. Contact TekConcierge today for these services.

Remember, it's always better to be proactive rather than reactive—preventing security issues is far more effective and less costly than dealing with the consequences of a breach.

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