

IT Support Services: What's Your Strategy?

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Featured Presenter

Our knowledgeable speaker today is:



Andrew Froehlich, President
West Gate Networks

IT Support Services: What's the Problem?

Increasingly difficult for enterprise IT departments to support all of the organizations needs

- Accelerating speed of business
- Bring Your Own Device (BYOD)
- Internet of Things (IoT)

IT Support Services: What's the Effect?

Because IT can't keep up with demands, users begin the process of going around IT to get their needs met.

Shadow IT



IT Support Services: What's the Solution?

Every IT department is different, but many are finding that leveraging outside resources is one way to stay ahead. In the past, methods for using third party IT resources include:

- IT projects
- Break/Fix
- New Technologies

IT Support Services: What's the Solution?

But for some IT shops, this doesn't give them enough breathing room. Instead, many are now looking outside for help in order to just keep the lights on.

Managed Service Provider (MSP)



IT Support Services

In today's webinar we will be discussing the following topics:

- An overview of the managed services market
- Finding the right Managed Service Provider (MSP)
- MSP contract pitfalls
- MSP integration into your IT department
- Maintaining an ongoing relationship with your new MSP partner

IT Support Services: Managed Services Market

Overview of the MSP landscape today:

MSP market is red hot

- Double digit growth rate expected



IT Support Services: Managed Services Market

Overview of the MSP landscape today:

Most popular MSP roles:

1. Backup and disaster recovery
2. Remote monitoring and management
3. Managed network security
4. Software as a Service (SaaS)
5. Hardware as a Service (HaaS)

POLL PLACEHOLDER: What types of managed services are you most interested in?

- A. Backup and Disaster Recovery
- B. Remote Monitoring
- C. Managed Network Security
- D. Software as a Service (SaaS)
- E. Hardware as a Service (HaaS)
- F. Other

IT Support Services: Finding the Right MSP

Finding the right MSP starts with setting the groundwork internally.

- Tread lightly when proposing the idea to internal staff.
 - Make sure staff understand that this will be benefit and not a threat
- The goal is tight integration between in-house staff and the MSP.
 - Nothing more than an extension of the IT department

IT Support Services: Finding the Right MSP

Perform an IT audit to assess weaknesses

Use an external audit firm as opposed to internal

- Eliminates bias
- Many IT audit companies specialize in specific business verticals.

IT Support Services: Finding the Right MSP

The audit is complete, now what?

Once the IT audit is complete and weak areas are identified, use this information to shop for your ideal MSP



IT Support Services: Finding the Right MSP

Example questions to ask prospective MSP's:

Thoroughly research the MSP and ask questions such as:

- Are managed services truly a core component for the provider?
- Will your service requirements force the service provider to dramatically modify their standard operating procedures?
- Will a prior relationship between the two companies cause problems?

IT Support Services: Finding the Right MSP

One other consideration is on-premise vs. virtual services and support

Virtual services are the most cost effective

BUT...

Remote support only gets you so far



IT Support Services: MSP Contract Pitfalls

Questions to ask before signing on the dotted line...

- Are contracts negotiable?
- Does your company or industry vertical have unique obligations the MSP must assist in upholding?
- Is the Service Level Agreement (SLA) acceptable?

IT Support Services: MSP Contract Pitfalls

Examine the potential benefits of long and short contract durations.

- MSP's obviously prefer longer contracts
 - More willing to make changes in their processes to accommodate your needs.
 - Discounted pricing for multi-year contracts
- Shorter contracts prevent partnership lock-in when it simply doesn't work out.
- Unless you require significant changes, stick to a shorter-term contract when possible

IT Support Services: MSP Integration

Integrating an MSP into your IT department can be a challenge

Allocate a sufficient amount of time to integrate

- Designate key personnel
- Establish clear, two-way channels of communication
- Knowledge transfer

IT Support Services: MSP Integration

Integrating an MSP into your IT department can be a challenge

Avoid simply handing over documentation!



IT Support Services: Maintaining the Partnership

The work doesn't stop once the services start.

- Find a way to optimally communicate problems, questions and concerns
 - Standing meetings can be useful
- Use your MSP as a resource for new IT projects and IT-related road mapping
 - Bounce ideas off your partner to get their opinion and potential for new services they may support

IT Support Services: What's your Strategy?

Conclusion:

Managed services is the new go-to way to stay ahead of the business and to help avoid problems like shadow IT. If you follow the methodology outlined today, you stand to have a better chance at:

- Identifying services to outsource
- Find the right MSP
- Avoid contract mistakes
- Integrate an MSP
- Maintain the ongoing relationship

Questions?

Submit questions to the presenters via the on-screen text box



Andrew Froehlich, President
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