

BUILDING A HYBRID IT DEPARTMENT :

How to Leverage a Managed IT Services Provider

TECHNOLOGY TO FIT YOUR BUSINESS



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HOW MANAGED SERVICES AGREEMENTS SAVE BUSINESSES MONEY

As any experienced business owner or manager knows, accurately forecasting when you spend money is nearly as important as how much you actually spend.

In the past few years, the IT industry has seen a steady shift from a pay-by-the-hour business model to one that is focused on managed services agreements, which turned outsourced IT into a predictable monthly expense. Although business owners and managers tend to think this move primarily benefits IT vendors, it actually tends to favor clients even more.

How can businesses benefit — or even save money — on managed services agreements, which in some cases could amount to more money than they might have spent on billable IT hours? To see why, you have to understand a few key concepts:

Managed Services Agreements Help Businesses to Regulate Cash Flow

As any experienced business owner or manager knows, accurately forecasting when you spend money is nearly as important as how much you actually spend. This is especially true in a tough economy, and particularly important for IT, which can represent a large, unknown figure in a lot of smaller and mid-sized companies.

Simply put, there's never a good time to have to deal with a very large, very sudden invoice from your IT provider — especially if you're recovering from the technology failure and have to invest in new hardware, too.

With a managed services agreement, you don't have to worry about these issues. Not only will your IT provider be billing you a regular monthly rate, but they'll also be on the lookout for failing components, necessary updates, and other "hidden" expenses. That means your businesses cash flow becomes a lot more steady and predictable.

HOW MANAGED SERVICES AGREEMENTS SAVE BUSINESSES MONEY

With a managed services agreement in place, there are strong incentives for your IT team to be proactive with any issues surrounding your hardware, software, and communications.

Managed Services Agreements Lead to Better, More Proactive IT Service

The most cost-effective way to deal with a technology problem is always to deal with it before it's actually a problem. With the traditional "break-fix" model of outsourced IT, that's nearly impossible, since most business owners and managers don't want to pay for service that they might not need yet. With a managed services agreement in place, however, there are strong incentives for your IT team to be proactive with any issues surrounding your hardware, software, and communications.

For one thing, your IT team doesn't have to get your approval to schedule work for things like updates, security patches, and performance checks. And for another, looking after your company's technology on an ongoing basis also saves a lot of headaches and expense – your IT vendor doesn't want to be doing emergency work any more than you want to pay them to do it.

More proactive IT always leads to lower costs, decreased downtime, and more efficiency. That's a combination every company can love.

Managed Services Agreements Put the Focus on Business Goals, Not Individual Tasks or Invoices

One of the most underrated benefits of a managed services agreement is that it allows your IT provider to become more familiar with your company, and its goals, over time. That means that the longer you keep working together, the more valuable you can become to one another.

In the old days of IT, clients would mainly call when they had a problem that needed to be fixed. The vendor would come out, examine the situation, and get the business back on track. What they normally wouldn't do – because of time and budgetary constraints – is figure out if there might be a better product, solution, or idea than the one that was currently being used.

With managed services, it's much easier to put the focus back where it belongs and develop an IT relationship that's centered on your ongoing needs, not solving problems and responding to errors one at a time.

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Managed services agreements are still relatively new, and it's not hard to see why so many business owners and managers don't fully understand the benefits yet. But, if you're interested in getting better service and support from your outsourced IT vendor — and helping your bottom line in the process — then there's never been a better time to take a closer look at the facts.

ABOUT FCI

A pioneer in comprehensive IT outsourcing since 2010, FCI is a full-service IT consulting and IT outsourcing firm for businesses in Bangalore, Mysore, Hassan, Belgaum and Hubli.

With more than 40 experienced engineers, the FCI team is dedicated to delivering excellence to our customers by staying ahead of market trends and understanding new technologies that could impact their businesses. We provide vision, strategy and expert implementation practices that leverage technology to fulfill your business objectives – both short and long term. We always strive to achieve long-term success, with our collaborative and vendor agnostic technology approach. Finally, we have the best talent and empower the consultants to build on their expertise so they can stay on top of their game, which in turn helps drive continuity within our customer-base.

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