What Are Managed Services?

Interested in having your IT systems run as reliably as your electric utility without the cost of an internal IT staff? It is possible.

Just What are Managed Network Services?

In the world of Information Technology (IT), there are two primary models of support. Most companies are accustomed to a break/fix model, where a computer or software system goes down and it is necessary to pay an IT specialist to get the system restored to normal functionality. This model has serious limitations. First, you are paying your IT specialist while you are down. The longer your downtime, the more you pay. Second, while a critical system is down, your business is probably losing productivity and money.

Instead of taking this reactionary break/fix approach, what if your IT infrastructure is maintained on a proactive basis? Instead of paying your IT provider when the system is down, what if you paid a fixed monthly fee to keep your systems up? In so doing, you shift the burden of minimizing downtime to your IT provider. If they have to devote a day of tech time to bring a system back up without additional pay, their inclination will be to do what is necessary to catch problems before they start.

Does this sound unrealistic? Actually, it is not, and the new industry standard model for IT support is a proactive, fixed cost approach. This is called Managed Services

The goal of managed services in a small business environment is to improve IT quality and reliability, simplify IT operations, and reduce cost.

The concept of Managed Network Services is not new. Large corporate IT shops have long had options to outsource the management and support of their IT operations. Having a company like ManagePoint responsible for the monitoring, management, end maintenance of a network and computing resources allowed those larger companies to keep computing costs down, uptime high, and allowed them to focus on their business, and not on their computing resources.

Now small and medium sized businesses can get a high level of support without the cost of an internal IT staff as well. ManagePoint uses advanced network monitoring and management tools – called *Active Technology Insurance Program (ATIP)* - that allow us to prevent potential problems before they become an issue (as opposed to waiting for something bad to happen then responding to it) so you can focus on all of the other demands of your business.

With the focus of the Managed Service Provider (MSP) on keeping all critical components of your network (servers, workstations, router/firewall, etc) healthy, businesses taking advantage of this model can expect higher system uptime, fewer disruptions to the flow of their business, and predictable IT expenses.

Sounds Like Managed Services Might Make Sense for My Network - But Can I Afford It?

ManagePoint ATIP Services *(Active Technology Insurance Program)* are designed to work with small and medium sized businesses with between 10 and 100 workstations. Pricing is based upon your needs, and scales based upon what equipment you identify as mission critical to your business.

Client testimony: In today's small business environment, everyday can be a challenge. The very last event needed is a failure of our network. I have had numerous issues with previous outsourced IT and was moderately apprehensive to move forward with ManagePoint, as David made claims I have heard before but were never delivered. I can say without regret, our choosing ManagePoint was one of our best decisions last year. David has demonstrated a unique commitment and delivered all that was promised and more. IT, to small business has become the "new health insurance". No one wants their network to get sick, but when it does with ManagePoint you have no-deductibles, co-pays and the prescription is never hard to swallow. I recommend you make ManagePoint and David Steger "your primary care provider".- Bob Richter, Owner, Water Doctors, Waukesha, WI

ManagePoint 's ATIP Services package provides these benefits for rates starting as low as $45 per workstation, with free onsite hours for routine maintenance and discounted labor for project-based work.

Our ATIP solution is a comprehensive program that is a fixed-fee, budget-able cost that has ATIP assuming full responsibility for the health and well-being of all critical network devices as well as services like strategic IT planning and procurement assistance. The program provides a flat monthly fee for all of your IT support, so that you can predict and budget for your computer and network costs from month to month - no cost surprises from month to month.

Sound Like ATIP May Work for your Company?

Give us a call at 414-456-9837, and we can answer any questions that you may have. You can also email us at talktous@manage-point.com or use our handy feedback form on our website and let us know your thoughts.

ManagePoint has been keeping networks running and customers happy for over 8 years.

If you would like to take the guesswork out of your computer resources, keep uptime high, and flatten the cost of computing, have a look at what our ATIP services can do for you.

If you have any questions, or would like to get a price quote, you can:

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2. Go online to www.manage-point.com/contact_us.php
3. Email let us at talktous@manage-point.com and let us know what is on your mind.

You can also sign up for our FREE **ConnectionPoint** newsletter. It will deliver answers to IT questions, tips, and tricks directly to your in-box at no cost..

We Want To Give You a FREE Problem-Prevention Network Audit ($495 Value)!

If you are a new client to us, I'd like to invite you to sign up for a FREE Problem Prevention Network Audit to demonstrate how we can make your computer and technology headaches go away finally and forever. At no charge or obligation, one of our senior technicians will come on-site and perform a 27-point performance and tune-up assessment to pinpoint any vulnerabilities to viruses, hackers, or data loss, and to show you how to improve the speed and reliability or your computer network.

Why are we giving this away for free? We simply offer this to all prospective customers as a way of introducing ourselves to you without the risk. Other companies have paid more than $495 and we can only afford to give a couple away each month - so don't wait...

Sign up for a FREE Problem Prevention Network Audit today!

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The way IT should be

10437 Innovation Dr., Suite 212, Wauwatosa WI 53226, p. (414) 456-9837 f. (414) 431-1055
www.manage-point.com

Managed Services:
Are They Right For You?

If you are a small, medium or emerging company that needs to spend more time focused on your business and less time on IT, ManagePoint *A.T.I.P. Services are for you.**

*(**A**ctive **T**echnology **I**nsurance **P**rogram)

What kind of company are you?

If you are a "typical" small, medium, or growing business, you are keenly aware of the role technology plays in keeping your employees productive. Each employee often wears multiple hats and when their system stops working correctly, so does their ability to focus on what matters – your customers. If you want your people to stay focused on all those hats in the air, consider the ATIP options we have designed to help.

What kind of expense issues are you facing?

Many small businesses reach a point where they know an in-house IT person would be valuable, but just can't justify the cost of an additional full-time employee. Our Complete Coverage package shifts the burden of keeping your systems up and running from your office to ours, all for less than an employee would cost.

How Are You Monitoring and Managing Your Network Now?

The threats and challenges associated with keeping a network healthy continue to grow as technology advances and the world changes. Are you spending too much time sifting through hundreds of SPAM messages each day, or concerned that you don't have a solid backup strategy (that has been tested). ManagePoint ATIP services can help you keep the pace.

This table lists just some of the solutions that our ATIP Services can bring to your business:

Real Time Server Monitoring	**Remote System Administration**	**Remote Help Desk Support**	**Backup Monitoring**
Website Availability Monitoring	**Firewall Monitoring**	**Virus Protection Enforcement**	**Email Monitoring**
Application Compliance	**SPAM Protection**	**Printer Availability Monitoring**	**Patch Management**

What kinds of network or computer problems are you having?

Your business is growing – **congratulations!** By entering new phases of growth, your company can be faced with challenging IT questions:

- Can you predict the next time that your systems are going to go offline?
- Do you know what your IT costs are going to be for this month, quarter, or year?
- Do you know when your file server is going to run out of disk space?
- Are your technical needs being met adequately as your business grows?
- Does your company have the IT skills needed to meet your customers' increasing needs as you expand your product and service offerings?
- Did you know that with ATIP Services from ManagePoint you will be saving money and increasing system uptime?

If your answer is 'no' to any of these questions, you are not alone - without the proper Network Monitoring and Remote Administration, you could never know the answers to some of these questions.

Ignore These Questions At Your Peril...

Not having ManagePoint ATIP Services monitoring and managing your network means that your company is well behind your competition, and it is not a question of if, but when your network will fail you at a critical time.

Why tempt fate and stay in reactive (fire-fighting) mode when ManagePoint ATIP Services can make you proactive (planning and responding on your schedule), reducing costs, increasing uptime, and taking the guesswork out of IT management?

Your Next Steps

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Common technology & business concerns:	How ATIP can help:
• **I have no control over what my IT costs are going to be this year**.	• With ATIP you can head off problems before they become full-blown issues by monitoring system health and anticipating problems. If problems come to pass, they are more quickly remedied, and are billed at a discounted labor rate. • With ATIP, you pay a fixed fee monthly to pass the responsibility and support cost over to ManagePoint. With this program, there are no surprises at the end of the month, or at the end of your fiscal year. If something goes wrong, it's on us, not you.
• **I am a small business, and I don't think that I can afford ManagePoint ATIP Services.**	• ATIP Services from ManagePoint are designed with Small and Medium Business in mind. We have taken technology and best-practices previously only available to Fortune 500 companies and have made it affordable to any business owner who is dependent on their computer resources to run their business. • In most cases, we have found that when you add up all of your IT costs for the past year and compare that to the cost of ManagePoint ATIP Services, it usually is pretty much a hard dollar wash. When you add the soft dollar costs of downtime, ATIP Services from ManagePoint comes out on top.

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