



MATRIX SOLUTIONS

# MANAGED IT SERVICES INFO PACK



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Managed IT services means working with an external partner to support your day-to-day needs while checking technology plans with your business goals. IT management services are the process of setting the IT operations of any organisation to a third party called managed service provider (MSP). These types of organisations are generally responsible for managing the entire IT operations of an organisation. This organisation provides high security, database backups and full-time monitoring services. The only thing to understand is the kind of work that managed service providers do. The term 'managed services' describes everything as "IT".

## IT Challenges Faced by Business

Managed Services are increasing in popularity nowadays due to the many benefits essential to outsourcing and industrialisation. The number of challenges that IT leaders face—both day-to-day and overall—confuses businesses and loads IT departments with more pressure to solve complex problems quickly and efficiently. Information technology has become so intersecting with modern business that the two are almost interdependent. As the connection between technology and success grows, IT leaders face vast challenges in number and scope. Some mostly challenges include:

- ✓ **IT Insight Challenges**
  - ✓ **Integration Challenges**
- ✓ **Business IT Alignment**
  - ✓ **Performance Challenges**
- ✓ **Risk Management Challenges**
  - ✓ **Strategic IT Staffing**

## What are Managed IT services?

As discussed earlier, managed services are a form of outsourcing, mainly hiring a third-party managed service provider (MSP). The MSP will handle one or more of your company's IT services, such as the help desk, data centre, networking, security, end-user computing and device management, to name but a few. There are different types of managed IT services for small business contributions. Still, the idea behind all of them is to transfer the maintenance of maintaining IT from the customer to a service provider.

## Benefits of Using Managed IT Services for Businesses

Trusting the most number of users, Managed IT services provide many additional benefits such as:

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### Improved Security

Managed IT service providers usually take security seriously and have the power to implement and maintain powerful security measures. Managed IT services can help businesses protect against cyber threats and protect their data. Besides these, it provides other security solutions like cyber security, network security, etc.

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### **Predictable Costs**

Predictable costs provide businesses with greater financial services and make it easier to track IT spending, ensuring they get the best possible value for their IT investments. By knowing exactly how much IT financial services will pay for its management services by each month, businesses can plan for growth and expansion.

### **Access to Expertise**

One of the main benefits of using fully managed IT services is access to expertise. Managed IT service providers normally have a team of highly skilled and experienced IT professionals who are well-known for the latest trend in technologies and industry best practices. These experts can provide helpful insights and guidance to businesses on a range of It-related issues, from cybersecurity and data backup to network infrastructure and software applications.

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### **Increased Efficiency and Productivity**

Managed IT services can increase the efficiency and productivity of a business by providing access to a team of highly trained IT professionals skilled in managing technology systems. With managed IT services, businesses can cheat the work of managing their technology infrastructure to a team of experts who can handle the day-to-day tasks. In addition, managed IT services allow most employees to focus on their responsibilities, leading to increased productivity and improved efficiency.

## Improved Business Continuity

Managed IT services help businesses improve their business continuity in case of any disaster or unexpected events that might occur suddenly. Managed IT service providers offer data backup and disaster recovery solutions that can provide business operations continuity, even in natural disasters, cyber-attacks, or any other disturbances.

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## Better Compliance and Regulations

Managed IT services help businesses to maintain better compliance with regulations. Managed IT service providers are often familiar with industry rules and requirements and help ensure the business's IT systems. By working with a managed IT service provider, businesses can stay up-to-date with the latest managing requirements and avoid potential good and financial outcomes of non-compliance.

## Better Customer Satisfaction

It is also important benefits to consider when it comes to the benefits of managed IT services. Managed IT services mainly help businesses to better understand their customers' needs by providing ideas through data analytics and other management tools. This can lead to more effective marketing plans and personalised customer experiences, further improving customer satisfaction.

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## How Managed IT Services Work?

The first step you should consider with a managed IT service provider is establishing their services. MSPs provide several standard services. Generally, MSPs use their own data centres for remote monitoring, contract with a hosting provider, or in some other cases, take advantage of measure capacity available through the major cloud infrastructure services providers such as Amazon and Microsoft. In addition, they manage not only their customer's infrastructure but also workloads and applications in the cloud.

## How do you buy IT Managed Services?

There are several processes for buying IT managed services, typically involving the following steps:

-  **Determine your business needs:** Begin your work by identifying your needs and goals and any specific IT challenges you may face.
-  **Research service providers:** first, Look for professional IT managed service providers (MSPs) that offer the services you need and have a good character. You can use online inventories, industry companies, and guide to find potential providers.
-  **Request proposals:** Contact the providers meeting your criteria and request proposals marking their services, pricing, and other relevant information.
-  **Compare proposals:** Compare the proposals from other providers to determine which mainly shows businesses the best value-managed IT services.
-  **Choose a provider:** Once you have calculated the proposals, choose the provider that best meets your needs and budget.
-  **Sign a contract:** Before finalising the agreement between each other, make sure to review and sign a contract that mainly focuses on the terms and conditions of the service and pricing.



# Types of Managed IT Services We Provide

## Managed Cloud Services

Managed cloud services are a type of IT management service that involves the management and support of a company's cloud computing environment. This typically includes the management of cloud infrastructure, cloud-based applications, and data storage. By collaborating with managed cloud service providers, such companies can ensure their cloud infrastructure is more secure, reliable, and optimised for their specific business needs.



## Matrix Managed

Matrix-managed services refer to the proactive management of a company's IT infrastructure by a trusted third-party provider. This service includes monitoring, maintaining, and optimising a company's network and servers to ensure they perform efficiently. By outsourcing their IT management services to a provider like Matrix, companies can focus on their important business functions while leaving day-to-day management of their IT infrastructure to experts. Collaborating with managed cloud service providers, such companies can ensure their cloud infrastructure is more secure, reliable, and optimised for their specific business needs.



## Managed Security Services

Managed security services are designed to protect a company's managed IT services from security threats such as cyber-attacks, data cracks, and viruses. This service includes ongoing monitoring, threat detection, and circumstances to ensure a company's data and systems remain secure. In addition, companies can relax by collaborating with a managed security services provider, understanding that experts can manage their security.



## Worldox

Worldox is a cloud-based document management platform that provides secure document storage and business sharing. This service is designed to help companies organise, manage, and access their documents from anywhere, at any time. In addition, in Worldox, businesses can improve their document management processes, increase collaboration, and reduce the risk of data loss, as it is one of the fastest ways to provide information to people whenever needed.



## NetDocuments

NetDocuments is a cloud-based document record management platform that offers advanced document storage, sharing, and collaboration features for businesses. This platform is designed to help companies manage their documents more efficiently, improve collaboration, and increase productivity from anywhere using any device. By using a system like NetDocuments, businesses can reduce their IT overhead and focus on their core business functions.



## IT Strategy Consulting

IT strategy consulting is a platform that helps businesses develop and implement a powerful IT strategy to support their business goals. This type of service includes determining a company's latest IT infrastructure, identifying areas for improvement, and developing a roadmap for implementing new technology solutions. By collaborating with an IT strategy consulting provider, businesses can ensure that their technology investments are smooth with their overall business objectives.



## How do you buy IT Managed Services?







Managed IT is becoming more popular in small business work to save time and money. There can be several IT management services that directly help your business grow faster. Some of them include the following:

-  **Less stress, less danger:** By reducing stress and minimising risks, managed IT services can ultimately help your businesses to save time and money. Instead of dealing with IT issues as they arise, businesses can proactively prevent them with the help of a managed IT services provider, approving time and assets to focus on leading the business.
-  **Decreased operational cost:** Managed IT services will manage your company's IT management services as part of your service arrangement, meaning that you pay only for what you need as facing to paying salary for in-house IT employees. Providers will normally know the best pricing for software and hardware. Some of them may even have merchant contracts with popular technology companies so that they offer the best technology at a low price.
-  **Improved Network Scalability:** Management service providers (MSPs) will improve the scalable of your network. They can help with storage enhancement, cloud storage, and upgrading network material to grow with your company. Some will even monitor your material and licenses and inform you when your limit is reached. This grants you to take a proactive approach and find a scalable solution that best success your business.
-  **Reduced risk to data integrity, loss, and fraud:** Managed IT services can help reduce the risk of data integrity, loss, and fraud. With a team of experts managing your IT infrastructure, your business can benefit from the latest security technologies and practices. This includes firewalls, antivirus software, data backup and quick data recovery, and encryption methods. Using these security controls, managed IT services can protect your business from cyber-attacks, data breaks, and other security threats. This reduces the risk of data loss and safeguards that your business can continue to operate smoothly in the event of an IT disaster.



## Examples of how Managed IT services can be Tailored to Meet the Specific Needs of Businesses

Here are some examples of how managed IT management services can be tailored to meet some specific needs of businesses:

-  **Managed Cloud Services**
-  **Managed Security Services**
-  **IT Strategy Consulting**
-  **Matrix Managed**
-  **Worldox**
-  **NetDocuments**



# Types of Information Included in Managed IT Services

Some of the most important types of information included in managed IT services are included as:

## **Network management and monitoring**

Network management and monitoring mainly include managing and monitoring a company's network infrastructure, including switches, routers, firewalls, and other network devices.

## **Data backup and disaster recovery**

This involves creating a backup of important data by implementing efficient measures to ensure that the business can continue to act in the event of a disaster or system failure.

## **Cybersecurity and threat management**

This involves protecting a company's systems and data from cyber attacks, such as system hacking, anti-malware, and phishing attacks, like stealing the user's sensitive information, such as usernames, passwords, and bank account information.



## **Software and hardware updates and maintenance**

This includes updating and maintaining software and hardware systems to ensure they operate at excellent levels.

## **Cloud computing and storage**

This involves averaging cloud technologies to provide broad and flexible IT solutions, such as cloud storage, software-as-a-service (SaaS), and infrastructure-as-a-service (IaaS).

## **Virtualization and server management**

This involves managing basic servers and virtual desktop infrastructure (VDI) to improve efficiency and reduce hardware costs.

## **Helpdesk support and troubleshooting**

This involves providing technical support to end-users and compelling issues with hardware and other software systems.

## **Mobile device management**

This involves managing and securing mobile devices, such as smartphones and tablets, used by employees for their specific work purposes.

## **IT consulting and strategic planning**

This involves providing guidance and ability on IT management services strategy and planning to help businesses to achieve their common goals.

## **Compliance and regulatory requirements management**

This basically involves ensuring that a business's IT management services systems are willing with suitable regulations and standards.

## **Email and communication management**

Email and communication is one of the most important pieces of information, which includes managing and securing email systems and other communication technologies, such as instant voice messaging and video conferencing.

## **Network and Internet security**

As discussed earlier, this type of information involves securing a company's network and internet connections to prevent unauthorized access and data breaches.



## **Patch management and vulnerability assessments**

This involves ensuring that software systems are up to date and broken against known vulnerabilities.

## **Asset management and inventory control**

This involves managing and tracking fully managed IT services, such as hardware and software licenses.

## **Database management and optimization**

This involves managing and optimizing a company's databases to manage optimal performance and data integrity.

## **Application management and support**

This also includes managing and supporting business applications, like customer relationship management (CRM) software and accounting systems.



## **Performance monitoring and tuning**

This involves monitoring and optimizing overall system performance to ensure that systems are operating at excellent levels.

## **Vendor management and coordination**

This involves managing and coordinating with third-party merchants and service providers to ensure that they are meeting service level agreements (SLAs) and providing quality services.

## **IT budget planning and forecasting**

This involves planning and forecasting IT costs and ensuring that IT spending coordinates with business goals and objectives.

## **End-user training and support**

This involves providing special training and support to end-users to help them use IT systems effectively.



# How Managed IT Services can help businesses make informed decisions?

Managed IT services provide businesses with expert IT management services and approve valuable time and resources to focus on important business activities. With the help of experienced professionals, businesses can make informed decisions such as reducing risk, improving overall productivity, and saving costs. In addition, fully Managed IT services are a cost-effective solution for small businesses and offer a wide range of benefits, including 24/7 support, data security, and an approach to the latest technologies.

Matrix Solutions mainly provides outsourced IT services, be it in cyber-security, document management, and private cloud hosting of servers and desktops. They can also offer network management, including monitoring, data backup and disaster recovery, help desk support, troubleshooting, strategic planning, and more. Their services are tailored to meet the specific needs of businesses and can help reduce stress, risk, and costs while developing efficiency, productivity, and customer satisfaction.

