

BIT WIZARDS

EBOOK

# Managed Services

Why Your Company Needs An IT Team

[bitwizards.com](http://bitwizards.com)





# Table of Contents

**04 Introduction**

**06 Transform from Break-Fix to Managed IT Services**

**10 5 Qualities of an Outstanding Managed Service Provider**

**14 Joining Forces with a Managed IT Service Provider like Bit-Wizards**

An illustration on a dark blue background showing four stylized figures sitting at desks with laptops. The figures are wearing headsets, suggesting a customer support or IT team. In the center, there are several large, interlocking gears. Surrounding the gears are various data visualization elements: a line graph with three peaks, a pie chart, a bar chart, and a circular flow diagram. The overall theme is technology, data, and teamwork.

# Introduction

---

The concept of managed services is quickly gaining traction among small and medium-sized businesses as they realize the competitive edge that can be gained by outsourcing their IT. But not every company is convinced, because there's a lingering misconception that it remains more cost-effective to seek outside help only when technology issues arise.

Nothing could be further from the truth. Companies of every size need their technology to be reliable and efficient at all times, and that's simply not possible without an experienced team of IT professionals on hand 24/7. Smaller businesses are, in fact, even more vulnerable to IT issues because their resources are more limited, which means they can quickly become overwhelmed during busy times. Companies that don't have the time or expertise to carry out regular backups, patches, and maintenance face an increased risk of outages or other problems that can bring their businesses grinding to a halt in seconds.

The background features a stylized illustration of four IT professionals in a collaborative environment. They are seated at desks with laptops, wearing headsets, and surrounded by various data visualization elements such as line graphs, pie charts, and large interlocking gears. The overall color palette is a gradient of blues and purples, creating a professional and tech-oriented atmosphere.

# Transform from Break-Fix to Managed IT Services


---

Most legacy IT environments adopted what's called a "break-fix" approach to IT maintenance, rather than managed services. As the name suggests, break-fix essentially means fixing problems as they crop up.

Back in the days before the internet had quite such a global reach, the break-fix approach was adequate for most organization's needs, as IT outages didn't have such a significant impact on their bottom lines. But in an age where consumers expect companies' services to be available 24/7, the break-fix model simply doesn't cut it anymore, as it means the performance of critical business applications is impacted while waiting for whatever problem has occurred to be fixed.

That's why the number of companies choosing managed services is soaring. A managed services provider (MSP) takes a proactive approach to safeguard your company's IT infrastructure, thereby eliminating the need to react to problems after they crop up. By being proactive, managed services providers can identify issues or glitches before they cause any problems, negating any or most impact they might have on your company's IT. The second benefit of managed IT is that it allows employees to be more productive, as they have more time to focus on their job rather than fixing technical problems.

**“A managed services provider takes a proactive approach to safeguard your company’s IT infrastructure, thereby eliminating the need to react to problems after they crop up.”**



Numerous logical arguments exist for adopting a managed services approach. For one thing, traditional break-fix support providers have little incentive to be proactive and make your network as stable as possible, as they only get paid when you have a problem. Break-fix providers don't often invest in the latest network management and automation tools either because there's no incentive for them to do so. Response times can also be slow, as the longer it takes for the support provider to fix your problem, the more money they get paid.

Finally, never forget this – your major disaster is their biggest payday of the year – it's almost as if they're just waiting for something to go wrong.

More companies are realizing the benefits of having a well maintained, proactive service network in place. As the old adage goes, "prevention is better than the cure," and when it comes to IT, it really is a no-brainer. The break-fix model is broken.





The background features a stylized illustration of four IT professionals in a dark blue environment. They are seated at desks with laptops, wearing headsets, and surrounded by various data visualization elements like line graphs, pie charts, and gears. The overall aesthetic is modern and tech-oriented.

# 5 Qualities of an Outstanding Managed Service Provider

---

Now, if you're convinced of the need to proactively monitor your company's IT infrastructure, the next big question is which managed service provider to choose? A quick Google search reveals hundreds of such providers all vying for your business, with different competitive offerings and prices. Some managed IT providers are more geared for large enterprises, while others target the small business market, and still others look to specific industries.


No matter which MSP you choose, it should possess the following characteristics:

## **Industry Expertise**

IT systems are complex beasts at the best of times, even more so when they're tailored to a particular industry. The MSP you choose should be able to demonstrate that it has the appropriate experience needed to handle each facet of your network. It also needs to be well-versed in active directory, application and desktop virtualization, core applications, databases, networking, security, and servers.

## **Full Service**

The most capable MSPs all offer a wide range of services. After all, the provider you choose is effectively going to become your IT department, and that means you'll need to be able to count on them to carry out the day to day management of your network, while simultaneously handling administrative tasks. Your MSP also needs to be able to handle backups, take care of business continuity, database recovery, security, and anything else that's a regular requirement in your IT environment.



An MSP should also offer hosting options, should your company decide to migrate to the cloud at some point in the future.

**“The most capable managed service providers all offer a wide range of services.”**

## **Responsive**

The provider you choose needs to be responsive to your company’s needs while sharing all the information they have about your IT systems. Managed services companies should also offer extensive support and should be prompt in their replies and investigations.

## **Competitive Price**

A key consideration for any business. The best MSPs will use the latest software and automation tools to keep your expenses as low as possible. The IT experts employed by your managed services company should always have your organization's best interests in mind when it comes to cost savings.



## A Desire to Please

MSPs are in the service business, and that means their overriding goal should be to keep their customers over the moon with the support they provide. That's especially true in light of the poor performance of break-fix support services, which are often unresponsive or slow, and sometimes ineffective, patching issues up rather than fixing them at their core to ensure problems don't crop up again at a later date. MSPs need to apply the latest solutions with a strong service attitude; only then will you be getting your money's worth.



# Joining Forces with a Managed IT Service Provider like Bit-Wizards

---

Outsourced IT support has never been more personable and reliable than with Bit-Wizards' Managed IT Services (MITS). Our team treats every client with the human touch, ensuring that you will:

**Always speak with a real person:** No robots here! Our IT team works fully in-house at a fun, collaborative office in Fort Walton Beach, Florida. Your call will always be answered or returned by a dedicated IT resource who will ensure you get the help you need.

**Never get talked down to:** Leave "tech speak" behind! There's no such thing as a stupid question or problem. Our Engineers treat all clients and community partners with the same professionalism and respect they're shown by their peers at Bit-Wizards.

**Be prioritized no matter what:** The magic doesn't stop during weekends, holidays, and vacations! Unlike other IT companies, we understand that time-sensitive issues can arise at any time. We prioritize your needs like they're our own.

**Receive expert guidance every step of the way:** The latest and greatest in IT support and innovation, right at your fingertips! We invest in all the best training, certifications, and professional development opportunities for our Wizards so that you always get expert assistance. Our clients never have to settle for a "jack of all trades, master of none" situation.

With our highly trained, certified Engineers by your side, you can stop worrying about technology and start focusing on your business.





## Our white-glove services include...

**Robust Security Measures:** We will assess your network, proactively address any security risks, and continuously monitor for threats. To help prevent a hack or breach, we shield your business with:

- Enterprise-grade firewalls
- Virus protection
- Advanced threat protection for email
- Alert monitoring
- Personnel training


**Business Continuity & Disaster Recovery:** Our goal is to keep your business up and running at all times, even when the unexpected occurs. To help make that happen, our IT experts:

- Continuously monitor equipment
- Manage potential issues before they arise
- Consistently execute updates and backups
- Manage hardware
- Manage vendors

**Cloud Infrastructure Services:** *Become more resilient, efficient, and adaptable than ever with our cloud services. Our cloud offerings include:*

- Cloud, Office 365, and application migrations
- Infrastructure optimization
- Site recovery
- Hybrid cloud server & network integration
- Managed hosting in Azure





**Help Desk Support:** Our friendly, certified Engineers have your company's best interests in mind, and we don't want you to waste time when you have IT problems. Our Help Desk ensures that you:

- Get timely support when issues arise
- Always speak with a real person
- Never get talked down to
- Are prioritized no matter what
- Receive expert guidance every step of the way

**Cost-Saving Assistance:** Whether you're a small business or a large corporation, your IT management company should strive to save you money at every turn. We help our clients reduce costs through:

- Cyber insurance reductions
- Energy reductions
- Software/licensing audits
- Employee productivity reports
- IT budgeting and forecasting

**Custom Solutions:** It's our mission to address our clients' specific needs and issues. As far as we're concerned, the sky is the limit for your business IT, so tell us about your goals and let us:

- Serve as a virtual Chief Information Officer (CIO)
- Provide you with a dedicated Client Success Manager
- Implement solutions to alleviate your pain points
- Implement solutions to help you achieve new levels of success
- Conduct periodic business reviews (PBRs)

## And it's easy to partner with us based on what makes sense for you...

Every business is unique, which is why we offer 3 flexible managed IT options based on your specific needs. Whether you're looking for comprehensive management, partial support, or project-based work, we've got you covered.

### Fully Managed IT

Our MITS Professional plan entirely outsources your IT to us, providing comprehensive oversight and management of your IT infrastructure, including hardware, software, and network systems. Bit-Wizards' fully managed IT solution equips your business with:

- ✓ Continuous monitoring
- ✓ Enterprise-grade firewalls
- ✓ Virus protection
- ✓ Backups and updates
- ✓ Hardware and vendor management
- ✓ Help Desk support
- ✓ Personnel training
- ✓ And more!

### Co-Managed IT

Our MITS Infrastructure plan blends your internal IT resources with our team of experts and technologies, enhancing the management, processes, and strategies you already have in place. Bit-Wizards' co-managed IT solution equips your business with:

- ✓ Proactive maintenance
- ✓ Compliance assistance
- ✓ Infrastructure support
- ✓ Security support
- ✓ Advanced troubleshooting
- ✓ Resource augmentation (including on-call support)
- ✓ Strategic planning
- ✓ And more!

### Special Projects

Because our special projects are designed to support your unique business objectives, we strive to meet your needs on a case-by-case basis. Though we always evaluate your individual goals before proceeding with project work, our team does perform:

- ✓ Network assessments
- ✓ Email migrations
- ✓ Cloud infrastructure design & architecture
- ✓ Cyber insurance reductions
- ✓ Workstation deployments
- ✓ Custom solutions
- ✓ And more!

## Ready to partner with an IT provider that puts you first?

Our motto is happy clients, great IT (in that order!), and that's what sets us apart from your typical managed service provider. MITS is designed to work alongside your business and ensure your technology runs safely and smoothly. The services we provide are meant to bolster security, minimize downtime, and improve productivity for your organization.

Bit-Wizards serves managed IT clients located all throughout the Southeastern United States and beyond, so no matter where you're located, don't hesitate to reach out if you think we're a good fit for your business.



---

8502264200

70 Ready Ave  
Fort Walton Beach, FL 32548

[bitwizards.com](http://bitwizards.com)