



your
workplace
technology
partner



What are Managed Services?

#StressFreeIT



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WHAT ARE MANAGED SERVICES?

A better way?

So you're in charge of looking after all of your company's IT and technology... I bet that can get pretty stressful? Managing all of the different services through various suppliers can get complicated, not to mention expensive.

Having to contact a different provider for your IT, phone, internet, and printers is a hassle and time consuming. And when something goes wrong it all gets messy; 'Supplier A' blames 'Supplier B', who in turn blames 'Supplier C'. Sound familiar...

Surely it could be straight-forward...

Good news ahead...

Here's an idea... what if all your IT and technology services were managed by a single provider?

As a Total Solutions Provider we can manage your entire setup, from IT Infrastructure and Support to Connectivity, Phones and Printers. Everything is managed, maintained and supported by our own specialist team and securely hosted at our own UK data centres, which gives you immediate access 24/7 to your data, applications and systems.

Everything works together and is implemented, managed and supported by us, so it's hassle free, saving you time and money.

Easy as E.B.C.

Your business will gain the simplicity and cost-saving of only needing to deal with one supplier. Plus by managing all aspects of your IT and technology our technical guys start to really understand how your business works, meaning we can recommend ways to innovate now and in the future.

Best of all because it's all delivered as a service, you will benefit from being able to pay monthly with the ability to add or remove users as you need.



As an award winning managed service provider you can be sure we know what we're doing and will keep everything running smoothly and securely.

DID YOU KNOW?



57%
of businesses
have incomplete
knowledge
about their
network.



Companies with
Break-Fix support
spend more than
50%
of the time
reacting to
problems



Over **50%**
of in-house IT
professionals
**lack current
technology
certifications**



Organisations
lose
3.6%
of annual revenue
due to critical
system downtime



Password resets
and account unlocks
consume more than
30%
of helpdesk time

5 SIGNS THAT YOU NEED A MANAGED SERVICE PROVIDER

1 Not this again!

Ok let's face it, IT issues crop up from time to time, but not to worry, your IT provider has this all in hand so it won't disrupt your business. No? If your business is suffering recurrent IT issues which are taking time to fix, alarm bells should be ringing, loudly. A good Managed Service Provider (MSP) will have all the latest tools and technologies to sort things out before it turns nasty. They will not only be able to detect and solve problems, normally before you've noticed, but they will also prevent them from happening again.

2 Your call is important to us...

So whether its user error or a glitch in the system, if something does go wrong, you want the problem addressed quickly. If your IT provider's response-time is more IT sloth than IT ninja, the downtime is wasting your time and money. Once you have logged an IT support request a qualified MSP will respond to you quickly, providing clear timelines of when you can expect a resolution to your IT problem.

3 Working 9 to 5

Although you don't work around clock (sometimes it feels like it), your network definitely does, and so should your IT Provider. A reliable MSP will have a solid monitoring solution in place, able to cope with any unwelcome surprises that may pop up at any time of the day or night, probably before you've even noticed anything is wrong. If you can't be sure that this is the level of service you have in place, you should be looking for a new provider.

4 Dude where's my data...

Data is the lifeblood of any business. Think about how long your business could afford to be without your key systems and data, a week, a day, an hour? Data backup is a good start, but what if the systems that you need them to work on are also down.

A good MSP will find out how long you can be without your critical systems and data, and then create a disaster recovery plan to make sure they can be restored and working before it gets critical. If you're settling for less than this level of service, you need to ask yourself whether you are properly protected.

5 It's a bit more than switch it off and on again

Good news your business is growing, thanks to the hard work of you and your team. Great news for you—but not so great for your IT provider if they are no longer able to keep up. The bigger you get the more complex your IT needs become as well as your reliance on technology to work first time, every time.

A professional MSP will be able to provide you with the IT support you need as well as the guidance to make sure your IT is working as hard as you are. The good news is that being stuck with the wrong IT Provider isn't a life sentence. If you are worried that you are not getting what you paid for or your IT Provider isn't able to keep up, make the switch. With so much riding on the reliability and security of your technology it could be one of the smartest business decisions you ever have to make.

WHAT SHOULD BE INCLUDED?



Remote Access

A Managed Service Provider (MSP) should have remote access to your network, meaning that they have immediate access and can react fast to any issues, especially during emergency situations. A critical and growing requirement of a MSP is to be able to offer adequate security for your network, which should include the use of 2-factor authentication.



Patch Management

Patch management is a process of acquiring, testing, and installing multiple code changes, which are called patches, to administered IT networks and applications. A MSP will install and run all patches on their own network and only apply them on your systems once validated and fully tested. Keeping on top of patch management can be a time consuming but a vital part of staying cyber secure.



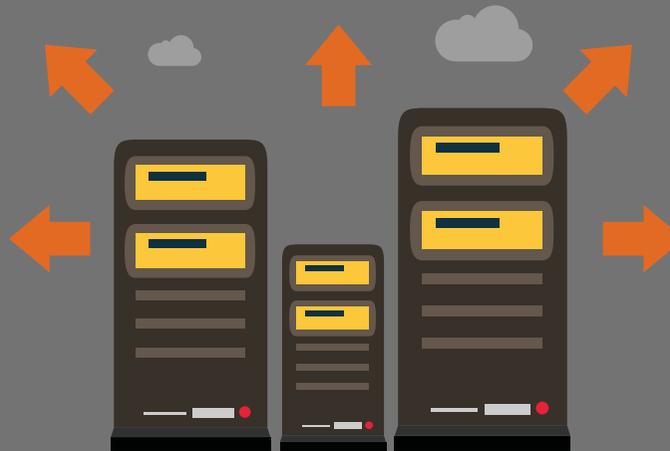
24/7 Support

Your MSP should be monitoring your systems at all times and if required should be available to you at all times. If you need something, they should be on-call for you and available for questions, concerns, or feedback.



Monitoring

Monitoring means that a MSP doesn't just fix something that has gone wrong, when they are made aware of it. The network should be constantly checked and the system managed to observe any changes that could potentially occur over time. A MSP should always be aware of the state of your system and able to prevent any future issues before they even occur.



Disaster Recovery

Organisations know that backup is not a luxury but a requirement and a good MSP should not only be able to recover your data but also provide you with the ability to use it afterwards. If you lose some or all of your data, but your computing environment is fine, your backup function should allow you to bring your data back and load it onto your systems. But unless your MSP has given you a reliable Disaster Recovery solution, if your IT environment itself is not available through damage or cyber-attack then you won't have IT systems to bring the recovered data back to.

BENEFITS OF MANAGED SERVICES

Stop for a moment and imagine a world where your systems are all running smoothly. Where regular preventative maintenance and pro-active diagnosis of your network means you're never waiting for an engineer to arrive. Where your employees can access the technology they need, when and where they want to, with no frustrating glitches or buffering getting in the way. Stop imagining, this is the reality with managed services.

Increased Productivity

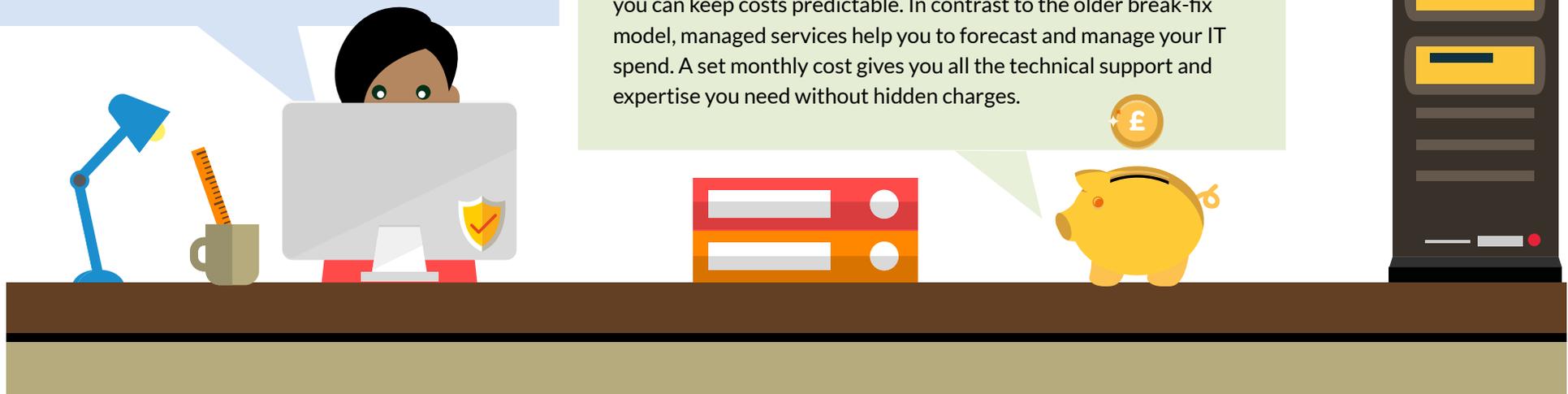
Proactive monitoring means fewer glitches and the prevention of costly periods of downtime for your staff and employees. This means they can get on with their jobs and your in-house IT team aren't wasting their time troubleshooting IT issues as they arise, leaving them to get on with more important projects.

Cost saving

Everyone wants to save money, although let's face it which supplier is going to tell you their service is going to cost more money! However a Managed Service Provider (MSP) can save you money by reviewing what you are currently doing and recommending new cost effective solutions that you may not have considered. With the constant monitoring of your network it is easier to maintain and fix things before they cause major problems.

Predictable spending

Nobody likes an unexpected bill when something has broken and needs fixing and the great thing about managed services is that you can keep costs predictable. In contrast to the older break-fix model, managed services help you to forecast and manage your IT spend. A set monthly cost gives you all the technical support and expertise you need without hidden charges.



BENEFITS OF MANAGED SERVICES (continued)

Faster response times

Rather than putting in a support call and then waiting for a technician to visit and assess the situation, through enterprise class monitoring and remote management systems, a MSP has the ability to access and repair most network problems from their Network Operations Centre (NOC). If it can't be fixed from the NOC, a technician would be dispatched to your workplace on the same day.



Vendor management

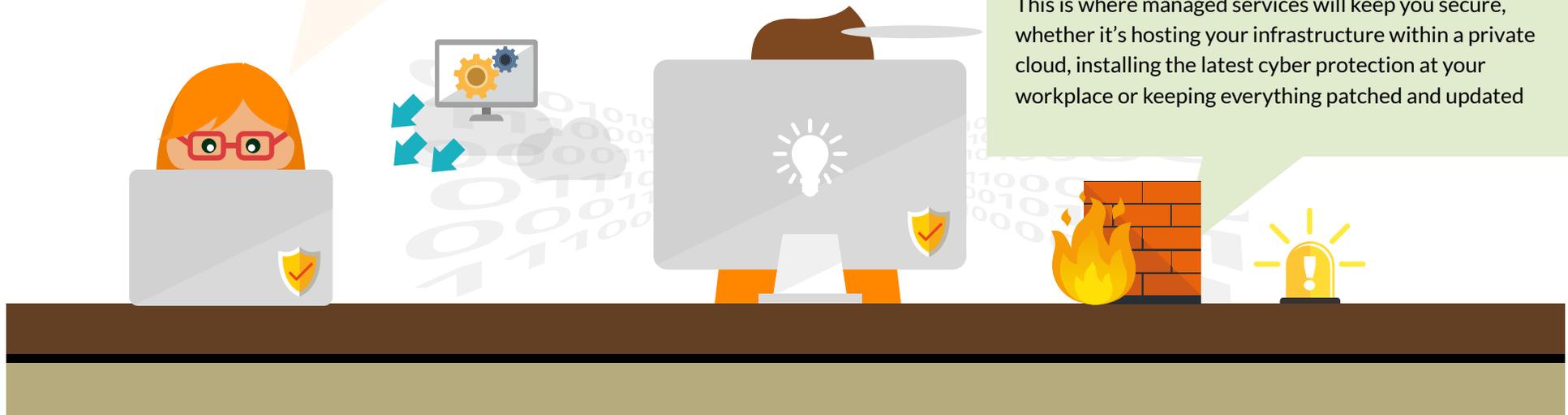
Where problems arise with other software or ERP systems it can often be time consuming and confusing needing to deal with it. A MSP is trained in 'geek-speak' and can help you deal with 3rd party vendors to quickly get to the problem.



Peace of mind against cyber crime

Every business is aware that cyber-crime is a huge threat, however staying on top of the latest threats is a full time job. Whilst the multinationals can protect themselves by employing a team of techs, the average SME is a slightly more vulnerable.

This is where managed services will keep you secure, whether it's hosting your infrastructure within a private cloud, installing the latest cyber protection at your workplace or keeping everything patched and updated



WHO ARE EBC GROUP?



We are an award winning integrated provider of managed services that has been providing trusted advice and services to our clients for almost 30 years. As a Total Solutions Provider we enable you to run your business, whilst we plan, implement and support your IT and technology.

This means more than just outsourcing your services to us, we create strong partnerships with our clients to become their trusted advisors.

We have grown from strength to strength, with the business now encompassing 3 geographical locations and the ability to offer private cloud solutions from our own dual data centres housed at our headquarters in Halesowen, near Birmingham and fully replicated at our Northampton premises.

We work with clients to explore the best options for transforming their business, before delivering cost-effective, flexible solutions that make upgrading and improving their IT and technology financially viable.



We have a wealth of experience in providing managed services to businesses across a wide range of industries and sectors. In fact the different types of businesses we work with is almost as varied as the services we offer. We specialise in helping growing SMEs looking to transform from traditional ways of running their technology, taking away the complexity and expense from running their IT.

Richard Lane, Group Managing Director



WHAT SHOULD YOU DO NOW?



Listen

Get a Managed Service Provider to listen to your business pains and needs and have them recommend the right solutions.



Review

Have a full review of your infrastructure, systems and processes to see where improvements can be made.



Select

Select a Managed Service Provider that meets your needs for reliability, trustworthiness, transparency and security.

Your next steps with EBC Group...

- 1 Discover more about Managed Services by visiting ebcgroup.co.uk/managedservices
- 2 See our upcoming IT and technology events by visiting ebcgroup.co.uk/events
- 3 Register for a free IT audit to review your systems and infrastructure ebcgroup.co.uk/free-it-audit

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