

# YOUR DEFINITIVE GUIDE TO IT MANAGED SERVICES



 **moon**COMPUTERS

# YOUR IT CHALLENGES ARE GROWING

Businesses need to embrace the internet and its ability to promote your products and services across the world. However, as your online operation grows, so do the challenges that come with it. The right IT Managed Service Provider (MSP) will make those responsibilities their own, leaving you to focus on running your business.

## Remote Working

Even before the pandemic, the need for robust remote working was increasing as employees demand more flexibility in their hours and the ability to work from home or on the go.

However, as you initiate a flexible working strategy, there are significant issues that need to be addressed to ensure staff remain productive and your data stays safe. The right IT Managed Service Provider will have the experience and technical knowledge to advise on the right products and services to keep your team working as one.

## Cyber Security

As businesses like yours move more operations online, meeting customer demand for better digital experiences in e-commerce, customer services and more, the risk of a cyber attack increases, especially if staff are working from home.

Considering that many small businesses don't have the spare resources or time to hire IT specialists or adopt the protections themselves, an MSP can take those concerns away, leaving you to focus on what matters most to your operation.

## Budget

No business can succeed if costs are out of control, and without the right guidance and processes, IT costs can quickly spiral.

Especially since the pandemic and the economic uncertainty it brought, those costs are under even more scrutiny and resources are tighter than ever. Your MSP should be able to advise you on ways to cut costs while still being able to enhance the experience for staff and customers alike.

## Productivity

When the tools we use to get the job done don't work, tasks take longer and staff get frustrated, which can in turn, affect customer interactions and the entire morale of your workforce.

However, when the right tools are in place, which an MSP can advise on and deploy, your team will be happier, more productive, meaning better customer satisfaction scores and ultimately, higher revenue.

## Cloud Services

Cloud services are a great way to reduce your reliance on expensive on-site equipment that requires regular maintenance and updates, and instead embrace a more flexible, OpEx strategy that saves you money and increases the agility of your operation.

## Business Continuity

With more of your operation relying on an internet connection, do you have a plan for what to do if you suffer an electrical blackout, or if your connectivity goes down? What if you suffer a fire or flood?

An experienced MSP will help you put the right plan in place to keep your operation going and how to recover from even the most drastic obstacles.



“THE ECONOMY IS MOVING ONLINE. THERE'S NO DOUBT ABOUT THAT. WHAT BUSINESSES NEED IS CLEAR GUIDANCE ACROSS THE PRODUCTS, SERVICES AND PLANNING REQUIRED TO MAKE THE TRANSITION AND FUTURE GROWTH AS SIMPLE AND SEAMLESS AS POSSIBLE.”

# COMMON SERVICES

IT Managed Service Providers address all these challenges with a suite of products and services that help remove your concerns across your IT infrastructure, so that you can focus on your operation and delivering the best products and services to your customers. Here are the common services that help businesses free-up their employees' time.

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“MANY OF THESE SERVICES - DRPS, CYBER PROTECTION, BACK-UPS AND IT SUPPORT ESPECIALLY - ARE ALL VERY MUCH LIKE INSURANCE... WHILE THEY'RE NOT NECESSARILY ESSENTIAL TO OPERATE, WHEN YOU DO NEED THEM, YOU'RE GLAD YOU MADE THE INVESTMENT IN THE FIRST PLACE!”

## IT Support

One of the most common ways MSPs can support your business is through IT Support. Whether it's quick troubleshooting, 'how to' question, setting up hardware for new staff, you need a reliable source of information to help get your staff back on-task.

## Cloud Back-ups

Hardware faults and human error (we've all deleted something by accident once or twice) shouldn't mean losing all your vital data, especially if you store confidential customer data too. Having a back-up of all your critical data ensures that no matter what happens, you've got an up-to-date version to fall back on, if the worst happens.

## Disaster Planning

While a robust Disaster Recovery Plan won't necessarily save time day-to-day for your team, it certainly will accelerate getting your services back online and ensure teams aren't panicking without a clear plan of action.

## Cloud Services

Moving your operations to the cloud is a great way to save money and reduce your reliance on on-site servers, which also has a knock-on effect on your utility bills as well!

What's more, Cloud operators like Google and Amazon have far more resources to ensure data is available 24 hours a day, and can be accessed efficiently, meaning a better experience for all.

## Training

One way to help improve productivity among your staff without having to reinvent the wheel is simply training your staff on the tools they have available and how to use them to the best of their ability. Depending on your needs, you may want to educate employees on cyber best practices to reduce the chance of an attack, but no matter the need, the best MSPs are not only trained in the product or service they need to teach, but how to teach it too!

## 24/7 Protection

Cyber threats are a growing issue, and the average cost of an attack in 2020 was over 4000 according to the NCSC's most recent survey, and that's not even including any fines that the recent GDPR guidelines would add to the bill! That's why many businesses are turning to MSPs to keep one eye on their operations and online presence, and ensuring any odd traffic is investigated before any issues arise.



# WHAT TO LOOK FOR IN AN IT MANAGED SUPPORT PROVIDER

Now you know how an IT Managed Service Provider can enhance your operation, now you need to decide which, of the hundreds of options, is the right for your business. Here are a few things to consider when you're searching for a new IT support partner.

## Accreditations and Experience

You can broadly assess the knowledge and technical understanding, of an MSP by looking at their accreditations, which can be broken down into several subcategories:

### Vendor

If you rely on hardware or software from a specific vendor, it makes sense to find a partner that has been vetted by that manufacturer. There are usually levels of accreditation too, often with silver, gold and platinum tiers to show just how much they understand the vendor's products.

### External

Accreditations such as Cyber Essentials and ISO 27001 don't speak to an MSP's prowess on a specific technology or product, but demonstrate their understanding of the wider operational concerns and procedures to ensure a secure online operation. These sorts of accreditations are open to any business, and an MSP should certainly have them if they are to offer a high-quality service to your business as well.

## Response Times (SLAs)

A Service Level Agreement (SLA for short) defines how quickly you can expect a fix for a specific issue or resolve a support ticket. This gives you an idea of their availability and ability to solve issues in real-time. Obviously, the smaller the time frame, the better, but shorter time frames normally mean a higher price too.

## Testimonials

Checking an MSP's website for customer testimonials is a great way to gauge their level of customer service and a successful partner should have many to show-off. You could even ask for a reference from a current customer if you have any hesitations.

## Cost and Transparency

The best MSPs will be incredibly honest about their costs and charges and understand that you need a clear idea of where your money is going. That means regular updates and reports to prove your return on investment, and no charges that you weren't expecting.

## Distance

Depending on the size and spread of your organisation, you may want to find a partner that is close to your premises, to ensure that on-site support is available, if required. However, with so many operations moving their systems online, and the simplicity of remote access, the best MSPs will still be able to support you, no matter their distance. And distance is no issue to Mooncomputers.

## Flexibility and Scalability

As your business grows, you want your partner to offer the same level of support and service. So, consider what your needs may be like in a few years' time and whether your new partner will be able to scale their support and flex with your growing needs.

## Level of Service

Probably the most important factor is the level of service they provide, whether that's a broad range of offerings, fast response times or a dedicated account manager that will answer every call and any need. Though, it's also important to consider the personal level of service – how helpful are the staff? How friendly are they in, your meetings? etc.



“YOU'LL KNOW YOU'VE  
FOUND THE RIGHT PARTNER  
WHEN YOU GET THAT  
GUT-FEELING, RATHER THAN  
SOMETHING YOU CAN  
EVALUATE. SO, TRUST YOUR  
INSTINCT, BUT MAKE SURE TO  
CONSIDER ALL OF THE  
OTHER FACTORS ABOVE  
BEFORE YOU MAKE YOUR  
FINAL DECISION!”



# THE BENEFITS

## Save Money

Keep staff headcount to a minimum and maximise your ability to adjust to needs in other aspects of your organisation, and grow far faster, by relying on a trusted IT Managed Service Provider like us.

## Respond Faster

Forget about those friction points, like systems being down or slow customer service that can cause customers to look elsewhere and resolve issues far quicker than you could on your own, with support from our highly qualified technical team.

**Our experienced IT engineers on average take 9 minutes to fix an IT issue remotely.**

## Stay Agile

Save your precious resources for emerging needs, evolve your product portfolio and react to new market trends far quicker than you could previously, while we ensure your operation is secure and supported.

**Our costs are typically 15% lower than our competitors and our business only succeeds by helping your business succeed.**

## Secure your Data

Your data is one of the most valuable assets within your operation and leaving them unsecure is just as risky as not locking your office door at the end of the day.

Working with us means someone is constantly checking for unusual network behaviour to keep that data safe.

**We monitor over 100 servers 24/7/ 365, accessed by over 1,000 PCs and laptops via remote access regularly.**

## Increase Productivity

With the right support, services and training, we will make your operation more efficient and help your team get to know their tools inside out.

We'll also make sure you're getting true value from your connection, and ensure staff aren't limited by slow connections.

**70% of all technical issues are resolved on the first telephone call and 98% of all reported IT issues are solved within 24 hours.**

FOR JUST £195  
PER YEAR, YOU  
WILL HAVE A TEAM  
OF ENGINEERS AT  
YOUR DISPOSAL.

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