![nachman NETWORKS — Networks Done Right]

BE CHOOSY WHEN SELECTING AN IT PROVIDER

We know that selecting an IT provider isn't an easy task. It's important to find a company with the expertise and skillsets to meet your unique business needs. One who promises to be an IT Partner in every sense. Not just a break-fix service, or one who upcharges you when things go wrong and you're most vulnerable.

In today's constantly changing, technology-driven world, organizations are now looking to IT Managed Service Providers (MSPs) to develop, install and maintain technology solutions to improve their business functions. A properly designed and maintained IT system increases your business' productivity, security, and value.

Why you should choose an MSP over a Break-Fix company.

With managed services, you can budget for your annual IT maintenance costs and won't have to worry about surprise or inflated bills.

> *With break-fix services, it's in the IT provider's best interest to take more time to fix your technology issues so they can upcharge you and make more money.*

With managed services, it's in both of your best interests to get your IT issues resolved correctly and expeditiously.

> *When your IT fails and you use a break-fix service, the downtime you experience is typically longer. This means your employees can't work, you lose revenue, and potentially customers.*

With a Managed Services Agreement, your price typically depends on the number of computers you have. You'll be billed monthly, and costs usually range from $125 to $175 per computer depending on the services you choose to include.

> *With break-fix services, you may be charged anywhere from $125 to $275 per hour. And again, the longer it takes them to resolve your issues, the more money you'll pay.*

Important: Don't make the mistake of simply selecting a provider based on the lowest price. Some IT companies will initially promote a low price to win your business, but omit the fact that your price isn't truly fixed for all of your IT needs.

(703) 600-3301 • sales@nachnet.com

www.nachnet.com • 14001C Saint Germain Dr #194 • Centreville, VA 20121

Price aside, there are other things you need to consider when choosing the right provider. Here's why you should choose an MSP over a Break-Fix company.

What You Should Look for In An MSP

- To ensure the MSP you select is the right fit for your business, ensure the following:
- They follow industry standards and best practices.
- Their technicians are certified in the latest IT solutions and services.
- They understand the accounting business and understand the regulations and criteria you work under.
- They have the resources, staff and knowledge to provide effective service in a timely manner.
- You can contact them 24/7/365.
- They document work and will share these documents with you so you know what services or equipment have been provided.
- You trust them.

With an MSP, you'll have an outsourced IT department that will look after your network on a daily basis with:

Expedient Service. With an MSP, you can always count on a quick response to your IT troubles. A 24/7 help desk will be staffed with professionals who can either remotely deal with issues, or visit you to take care of the problems that require onsite service. No more calls that go unanswered, or waiting around for days for a computer guy to show up.

Proactive Service. Many IT companies or "computer guys" only repair what's gone wrong and leave your business without following up or monitoring your network. The right MSP will proactively monitor your IT system to ensure it runs at peak performance, and will detect issues before they become major problems. This prevents IT downtimes and saves you from lost productivity and revenue. They will monitor and maintain your system silently in the background as you work, both day and night, so your business stays up and running and your IT functions efficiently at all times.

(703) 600-3301 • sales@nachnet.com

www.nachnet.com • 14001C Saint Germain Dr #194 • Centreville, VA 20121

nachman NETWORKS

Cost-Effective Solutions. As a small business owner, you must watch every penny and get the most value out of those you spend. The right MSP has the knowledge and experience to know what will and won't work for you. They'll take the time to learn about your business, what your short- and long-term goals are, and advise you on the IT solutions you need to reach them. They won't upsell you, only suggest the solutions and service you need. Nothing more.

Predictable Expenses. With an MSP, you will always pay the same fixed monthly fee. This way you'll know what to expect. No more surprise IT expenses or outrageous bills. If you do need additional solutions beyond our monthly service, they'll sit down with you and help you plan for them in a way that meets your budget, both short and long term. Nothing will be performed without your prior knowledge and approval.

No Tech Talk. MSP professionals will educate you and your staff about the IT service they perform in everyday language. You won't be puzzled by "tech talk" that means nothing to you. They'll also answer any questions you have to ensure you completely understand the reason for implementing a particular solution.

Liaison with Your Vendors. Your MSP will be your one-stop-shop for all your IT needs. If another vendor needs to be called in to work with them on a project, or contacted for specific product-related information, they'll take care of it so you and your staff won't have to. They'll contact your Internet Service Provider, telephone service, print/copier company, or others as needed. This simplifies the process for you and your vendors, and ensures all aspects of a project are dealt with appropriately.

Communication You Can Depend On: The right MSP will conduct quarterly reviews to ensure they're meeting all of your IT needs, and work with you to make any adjustments in your overall IT plan if required. These meetings also give you an opportunity to discuss any ongoing concerns or requests you might have. Between these meetings, they will always be available to speak or meet with you.
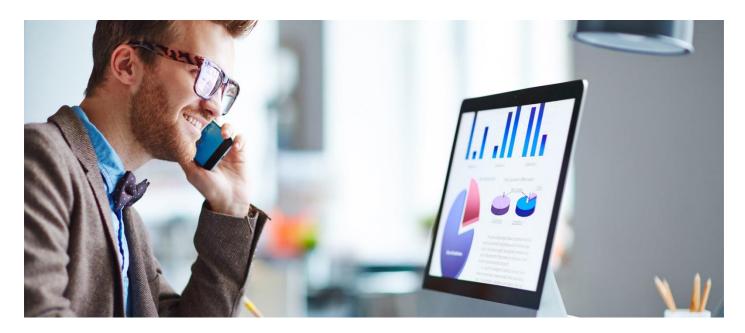
Your Satisfaction Guaranteed. The right MSP will do whatever it takes to ensure you're completely satisfied with their services and support. They base our success on your satisfaction and their reputation depends on a job well done. If they don't fix things right the first time, they'll come back and try again, free of charge. Their service isn't finished until you're completely satisfied.

Your MSP Agreement

Before you sign an agreement with any MSP, make sure you ask EXACTLY what's included, and that it's clearly stated in the agreement. The following are some things that should be included with your fixed rate:

- Remote & Onsite Support
- 24/7 Server & Computer Monitoring
- Backup Management and Monitoring
- Antivirus, Spyware, and Malware Protection
- Firewall Management and Monitoring
- Cloud Technology Management
- Security Patch Management
- Email and Spam Protection
- Technology Vendor Management

In addition, to give your business competitive advantage, your IT investments must be supported and maintained by an IT MSP with experts who have specialties in all areas of IT management. Be selective. This is a choice that can make or break your business.