



TOP 10 CLIENT OUTCOMES ATTAINED WITH NETWATCH MANAGED IT SERVICES

With IT requirements continually evolving, constant security threats and greater IT complexity, **many organizations reach a point of inflection: should they continue to have an in-house IT department? Or should they engage an IT managed service provider?**

This can be a difficult decision to grapple with as organizations want to ensure a high level of personalized service, as well as technical innovation and efficiency, but without breaking the bank. The right answer is always tailored to the unique needs of each organization. **Managed Services may completely replace an in-house function, but more commonly it is a partnership** that enables existing staff to be better utilized while we streamline and manage our areas of responsibility with transparency and efficiency.

We've been delivering NetWatch Managed IT Services for over 15 years. Over that time, **we've tracked feedback on the very real benefits clients have realized by making the decision to engage Managed IT Services.** Here's their feedback: Top 10 outcomes clients gained from engaging NetWatch Managed IT Services.

1. More Time to Focus on Core Priorities

The knowledge, experience, and ideas of employees are some of the most valuable and the most expensive assets in an organization. Yet, **when they are diverted with basic IT support tasks or troubleshooting issues they may rarely encounter, real costs begin to quickly accumulate.** With Managed Services in place, expertise can be focused on core/priority areas, where they can have the greatest impact. The result is that the majority of staff are more satisfied in their jobs. Now they can focus and not get entangled with IT support that is either not their best skill, or their best use of time.

"ALI understands both business challenges & technology. They aligned our IT expenditures with our best interests and objectives in mind. They got our network optimized, and now they manage it. They are a trusted part of our team."

- J. Yalung Inorganic Ventures

2. Reduced Costs & Predictable Operating Expenses

Managed IT services do a great deal to control and stabilize expenses and improve the return on investment (ROI). Using **out of date software and devices can drain significant amounts from your bottom line.** These situations are identified and mitigated by NetWatch Managed Services. Additionally, when an organization needs to grow (or scale back) Managed Services offer scalability and flexibility in a way that is very challenging and expensive when relying strictly on in-house IT staff.

Managed IT services not only drive improvement through resource utilization, but we also **often find reduction opportunities throughout the entire infrastructure.** As our team identifies opportunities for cost reduction, they are noted along with recommendations for more efficient alternatives and a transition plan. In turn, those savings have routinely reduced budget challenges, raised confidence in IT ROI, and produced more predictable IT strategies.

3. A Proactive Approach for Greater Uptime

No organization can afford unplanned downtime; and those costs escalate rapidly the longer that systems are down. Yet unplanned **IT downtime is a mostly avoidable expense** with the right preparation and best practices. NetWatch's monitoring and support coverage ensures that potential problems are immediately addressed and can be corrected, proactively. This approach to IT makes sure that cloud services, mobile devices, and other systems are up-to-date on security patches and maintenance; with strategies for security, backup, archiving and disaster recovery.

4. Access to a Team of Experts

Certain fields like legal, accounting and IT are complex, rapidly changing and require very specialized expertise. A lack of up to date expertise can be costly, but the right skill set can make all the difference. NetWatch Managed Services **provides clients' access to much more technical depth and expertise from our team that would be otherwise cost prohibitive** to staff. Additionally, our services reduce or eliminate costs associated with recruiting, staffing, training, and turnover for IT staff. **Vacations, sick leave, and emergencies are no longer an issue, as our team ensures seamless coverage.**

5. Improved IT Security

Technology tools are pervasive throughout most organizations, and often there is additional “shadow IT” where technology is deployed outside the awareness or control of the IT staff. Yet, the security of an organization’s sensitive data is critical because data is stored across applications (both cloud and on premises) and across many devices, from smartphones to notebook computers. **The reality is that most your organization’s data is distributed, no longer secured in specific locations. All that data still needs to be protected.**

Managed IT services can provide both security assessments and if desired, include a variety of security options: from assessment and planning to ongoing monitoring and response. Cybersecurity is constantly evolving, and **the expertise to staff even a minimal Security Operations team will run over \$650K per year in staffing alone.** NetWatch Managed Services provide better options at a fraction of the cost while ensuring you are updated on the latest security issues.

6. Improved Data Protection & Business Continuity

Proactively planning business continuity strategies is no longer reserved for the Fortune 50. Data breaches, ransomware and other malware are now a much greater threat than that of fire, natural disaster, or employee malfeasance. Executive leadership is tasked with ensuring the ongoing operation of the organization they are entrusted to lead. That means that **a recovery strategy is not just an IT document, but an organization-wide readiness plan. Ensuring there is a plan for rapid operational recovery is now as necessary as an operating budget.**

Managed IT services can be structured to include proactive planning and testing, with failover options and resources ready for Return to Operations support. NetWatch Services can keep an organization’s entire network, and system regularly backed up, online and offsite to ensure business continuity. This in turn minimizes downtime and preserve critical and sensitive data in the event of data breach or outage.

7. Boosts Workplace Productivity

A commonly cited benefit of implementing NetWatch Managed Services is how clients see improvements in workplace productivity. **With a secure, stable network and fewer help desk tickets, everyone is able to focus on the work they need to do.** Isn’t that why you invested in technology in the first place?

8. Gain Access to Newest Best Practices & Technologies

NetWatch not only provides round-the-clock monitoring and management, but also provides access to the latest technology and innovative business solutions. These technologies include access to cloud-based options such as our [FLxStore](#) hybrid-cloud data protection service, [FLxDR](#) Data Replication & Recovery Readiness, [FLxTalk](#) managed communication services, [FLxSecure](#) managed SecOps, and our [FLxCloud](#) private cloud services.

"Thanks to the strategic IT plans created by ALI and implemented with our team, we had everything in place to ensure business continuity."

-S. Roberts, Western Virginia Water Authority

9. Virtual CIO Strategic Planning

Wouldn't it be great if your IT discussions focused on enabling new organizational goals rather than rehashing technical issues? NetWatch Managed IT Services **streamline and stabilize each client's infrastructure with best practices, augmented with regular system reporting and feedback.** Our senior staff can also provide Virtual CIO support, helping you plan for alignment towards your goals with clear actionable plans.

10. Efficiency & Reliability of IT Systems

Gaining more efficient and reliable IT operations are one of the key reasons why managed IT services are attractive to organizations tired of trying to do it all themselves. It is typical for an organization to suffer from overworked IT team, or lack of current IT skills to handle pressing IT tasks and issues.

What drives organizations to opt for managed services is not necessarily to replace their internal IT team but to optimize their capabilities, benefit from economies of scale and better position themselves for the future. To engage NetWatch Managed Services is to not only to get a fresh perspective from highly experienced professionals, but to have access to the latest technologies and best practices. This drives uptime, efficiency and cost effectiveness.

Next Steps

You likely already have reached the conclusion that **it's no longer practical to staff all your IT support in-house. The stakes are too high, and the skill set too diverse to go it alone.** This is why partnering with ALI becomes a strategic decision. Our team can help you navigate from your current state to your desired goals with accountable professional support that ensures your IT systems are ready for what lies ahead.

Want to start exploring a Manage IT Services option for your organization? **Schedule a no-obligation discussion with our team.** We'd be happy to listen to your ideas, needs and questions and discuss some options that make sense.