

# Are You Firing on All Cylinders? How Managed Services Make the Difference



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What separates a good company from a powerhouse performer? How are some organizations able to consistently outperform the competition? Is there a quality that launches a select few to legendary status while others simply make ends meet?

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## The Excellence Factor

John W. Gardner is credited with saying, "Excellence is doing ordinary things extraordinarily well." If there's a secret ingredient to success, that's it – the pursuit of excellence.

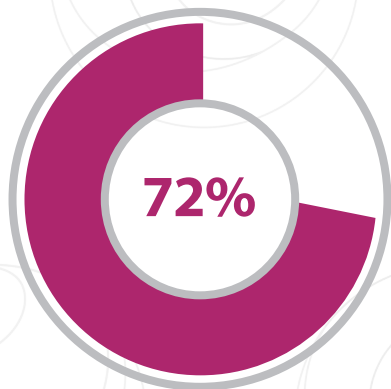
While there are dozens of ways an organization can double-down on the pursuit of excellence, IT solutions are often

an untapped resource. And yet, in today's business climate few things make or break a company like how you use technology.

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## Your Untapped Resource

Each year, the SMB Group researches the most compelling technology trends for the next 12 months. Their **2017 report** includes this stunning assessment:



**"72% of SMB decision makers say that technology solutions can help them significantly improve business outcomes and/or run the business better."**

– SMB Group



If you're looking for ways to make your business better, technology is an area you can't afford to ignore.

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## Managed Services Make The Difference

One of the most powerful ways you can start giving yourself an edge is by working with a managed services provider.

In IT-speak, "managed services" simply means partnering with an industry professional for the maintenance and upkeep of your in-house network. Whether your company has a dedicated IT department or not, a managed services provider can help you leverage technology in ways that give you the upper hand.

A recent article from Forbes highlighted four specific ways managed services transform small and medium-sized businesses: "improved operational performance, reduced operational risk, cost avoidance and accelerated innovation."

### Benefits of an MSP:

1. Improved operational performance
2. Reduced operational risk
3. Cost avoidance
4. Accelerated innovation.

– Forbes

Said another way, managed services give SMBs a way to operate leaner while taking advantage of the very same technology tools big business uses each and every day.

And if cost savings and ROI aren't enough to grab your attention, how about this? Partnering with a managed services provider will make your life easier, too.

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## The Managed Services Advantage

Working with a managed services provider is like calling in a superstar pinch

**“40% of employees report a significant amount of wasted time due to technology related frustrations.”**



hitter. You get all the benefits of the MSP's expertise, but without the cost or growing pains of building out that level of support in-house.

The benefits are compelling. For example, consider the negative impact of network downtime. If your systems go offline, you're dead in the water. Your people can't work. Every minute you're down is money out of your pocket.

When surveyed, over **40% of employees report a significant amount of wasted time due to technology related frustrations**. It's difficult to overstate the value of stability.

In contrast, a reputable MSP can ensure uptime. By taking care of updates and upgrades on your behalf, your MSP partner is actually solving problems

before they have a chance to slow you down. Managed services keep you in top performance mode.

What's more, managed services can be customized to suit your needs with ridiculous precision. As you grow, your MSP can facilitate equipping new employees with the right technology. If you need additional storage space, no problem. Upgrades can be handled by submitting a ticket. Whatever your IT support need, you're covered.

If you already have IT personnel on staff, working with an MSP is still a smart move. The MSP can focus on the monotonous (but necessary) task of keeping your network up and running while your folks tackle more innovative (and ultimately, more profitable) projects.

## Freedom to Focus on You

Partnering with a managed services provider is about making your life easier. That's certainly the philosophy behind how we work at CCS Technology.

Your IT solutions should always feel like an asset. At work, technology tools should enable you to do your job without getting bogged down. And when you're away from the office, the last thing you want is to put out fires because there's been some kind of IT emergency.

CCS Technology clients get  
what all of us want:

**freedom!**

Freedom to focus on revenue-generating projects instead of maintenance and upkeep. Freedom from the headaches of downtime. Even freedom to enjoy true work-life balance.

If you're interested in experiencing that kind of freedom, perhaps it's time to find out first-hand how managed services can benefit your business. CCS Technology can walk you through every step of the process. We'll help you find the perfect balance between cost savings and innovation.

The experts at CCS Technologies are **ready to hear** how we can introduce you the freedom of managed services for your IT support. 🎧