



What is an MSP?

Understanding Managed Services Providers



Technology helps manage business. But it's often difficult and expensive for a business to effectively manage its technology. The cumulative costs, increased resources and high staffing levels required to keep hardware, software and networks all up to date and running flawlessly become a challenge for companies of all sizes.

For many of them, the answer is to engage the services of a first-quality Managed Services Provider.

What Are the Benefits to You?

- 24x7 network monitoring and emergency support ensure 99.99% uptime.
- Single point of contact for supplies, management and problem resolution simplifies ordering and pinpoints responsibility.
- Ongoing performance monitoring and maintenance ensure that every part of your infrastructure is working and up to date.
- Frequent performance reports keep you in control of your infrastructure
- Ironclad SLAs hold your MSP's feet to the fire.
- Flat-fee, fixed-price contracts ensure predictable OPEX and lowest Total Cost of Ownership across your systems.
- Trusted engineers and technicians provide the consistent expertise you need.
- Dedicated account management ensures you always communicate with someone who knows you and your IT.

What Is an MSP?

A Managed Services Provider takes on some, much or all of the challenges and responsibilities of maintaining your IT infrastructure at peak performance. Full-service MSPs, such as Fusion IT, handle the entire infrastructure, including computers, peripherals, storage, systems and applications, and networks. But it's not all or nothing. MSPs provide the level of services that matches your needs. They can work on a specific IT area. For instance, implementing the infrastructure and software needed for Disaster Recovery. They can work within broader disciplines, installing and maintaining your network, for example. Or they can take on your entire IT operation - machines, software, support, network, and more.

What Kinds of Businesses Use MSPs?

Companies with 10 employees and companies with 100,000 employees all take advantage of the increased reliability, decreased operating expenses and shrunken payroll that MSPs provide. Small and medium businesses use MSPs to create and maintain enterprise-level infrastructures. These companies span every possible category and sector, but they're united by the understanding that, left unmanaged by experts, the costs and complications of IT are disruptive to their operation and their profitability.



What Do MSPs Do?

Here's just a partial list of services you should expect from an MSP:

Asset management

- Configuration management
- Host IP-PBX and applications
- Business continuity
- Malicious attacks and intrusion prevention
- Uninterrupted remote access
- Managed server service
- Managed voice access, including security, PBX, VoIP and more
- Managed VPN/IP-VPN
- Managed wireless LAN (WLAN)
- Network monitoring and management
- Secure messaging and email
- 24x7 monitoring
- Incident resolution

How Does an MSP Engagement Work?

The most effective model is to pay a flat, monthly fee for a predictable amount of services and support. Good MSPs can predict cost to the penny. That fee will include support services, such as running the help desk, uptime standards, bandwidth requirements and monthly maintenance; whatever your specified managed service requirements are. An MSP will sign a Service Level Agreement, which specifies exactly how your infrastructure must run and establishes penalties if the MSP fails to maintain that level of performance.

What Kinds of People Work for MSPs?

MSPs work as a team, bringing together the right expertise, skill and talent to address your specific IT demands. With a first-quality MSP, your account manager will remain with you for a long time, getting to know you, your business and your infrastructure. You might work with systems designers and architects, who will advise on and specify the structure of your IT foundation. You'll work most often with your assigned team of engineers and technicians, who are certified on a broad range of systems, platforms, networks, applications, and more.

Abundant, Redundant Resources

An MSP isn't subject to the resource issues you can face with in-house staff. Because they draw from a deep pool of certified talent, they never stop because of vacation, illness or other types of absence. A deeper talent pool also means a deeper skill set. That helps you deliver innovation. Communication processes are finely tuned with MSPs, including both with other team members, and in the granularity and accuracy of their documentation.



Do You Need an MSP?

It's an easy question to answer. It's about money and it's about technology. Look to both your visible costs and your hidden costs. Better yet, bring Fusion IT into the conversation. We can help you understand if an MSP can bring value, within where your infrastructure we can help, and exactly how we'll do it.

About Fusion IT

At Fusion IT, we make sure to listen, collaborate and deliver proven vendor-supported technology business solutions that are cost-effective. We also promote industry best practices that enhance our clients' ability to compete and contribute to their success and sustainability. Finally, we are accountable for provisioning solutions within our clients' technology environments as well as show exemplary leadership, faith and service founded on Christian principles with honesty, humility, integrity and respect for others.

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