

The Future of IT

Should it be DIY or a Service Model?

Why Use Managed Services?

The pace of change in technology is moving at an unprecedented speed. Between managing multiple operating systems, mobile devices, and cloud-based technology—already thin IT departments are stretched to the max.



60%
of organizations use managed services¹



40%
potential percentage of cost saved²

What's the Difference?

Comparing Managed Services with Traditional IT

Managed Services	Traditional IT Model
<ul style="list-style-type: none"> Converts the IT group to a service provider, providing extra support and expertise 	<ul style="list-style-type: none"> Limited staff or IT vendor are focused on making sure your company's technology works
<ul style="list-style-type: none"> Day-to-day operations are handled, allowing CIO and IT staff to focus on core business operations 	<ul style="list-style-type: none"> IT staff concerned with the day-to-day, not future tech that can improve business offerings
<ul style="list-style-type: none"> Promotes collaboration between departments 	<ul style="list-style-type: none"> IT staff is a resource when things go wrong, not a strategic partner

Businesses Turn to Managed Service Providers Because:



Service Providers free up your IT staff from support so that they can focus on core business operations



Scalability ensures that your IT team have the appropriate level of support they need at all times



Proactive management of system, compliance, and issues means that issues can be caught before they happen



Predictable, efficient costs ensure that you can confidently plan and spend your IT budget

Complete IT with New Era Technology



Audio Visual Staffing

Remote IT staff that can help ease the day-to-day workload burden

24/7 resources available to support with AV systems to prevent equipment failures or outages



Hosted Voice & VC

Full suite of cloud-hosted collaboration services

Ability to deploy in public, private or hybrid cloud for flexible hosting



Software as a Service (SaaS)

Software management burden shifted to a third-party service

Tends to reduce the cost of software and staff needed to maintain software

The most common cloud service



Platform as a Service (PaaS)

Scalable cloud technology, which saves costs that would have gone to hardware

A third-party manages systems and server software (including server hardware and network infrastructure)



Infrastructure as a Service (IaaS)

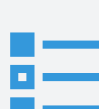
Cloud storage and network capability of a traditional data center

Most flexible cloud computing model - IaaS clients have instantaneous control over their infrastructure

Why Choose New Era Technology for Your Managed Service Needs?



Support from our one-of-a-kind network operations center



Select the best support option to fit your needs



Multiple points to manage your network enabled devices



24/7 Monitoring, alerts and resolution



A variety of real-time and historical reporting options

Sources:

1. Biz Tech Magazine - <https://biztechmagazine.com/article/2016/12/6-key-advantages-using-managed-services>
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3. ONR - <https://www.onr.com/blog/cios-adopting-service-it-aas-will-reinvent-department/>
4. Power Solution - <https://www.powersolution.com/what-makes-managed-services-different-from-traditional-tech-support/>
5. Compute Next <https://www.computenext.com/blog/when-to-use-saas-paas-and-iaas/>
6. New Era Tech - <https://www.neweratech.com/index.php/services-solutions/cloud-solutions/hosted-voice-vc/>
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