



Network Services:
The Apex of IT Support

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Time. It's always been one of the most valuable resources in business. In fact, [Benjamin Franklin](#) is credited with creating the adage, "Time is money." As technology grows year after year, the truth of that phrase seems to grow alongside it.

Your time is money. The more productive you and your team can be within the business hours you work, the more revenue you can generate. In today's age of digital business, your productivity leans heavily on the effectiveness and range of your technology.

That being said, if anything goes wrong with it – or worse yet, if you're thrust into the abysmal vortex of downtime – your productivity essentially grinds to a screeching halt. All thanks to unmanaged technology which, according to [Gartner](#), costs businesses \$5,000 per year, per unmanaged PC alone.

That's unacceptable. Your technology is there to serve you, make your business easier to execute, and help your company become more profitable. You have no time for downtime, which is why you must choose your IT support provider and their network services carefully.

There are many aspects you should consider when selecting an IT support company. Here are a few of the most important:

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An Ideal IT Support Company is One You Rarely See

The standard of “productivity” within the internal parameters of a business has traditionally been “How many hours are they here every day?” Up until the beginning of the [Digital Revolution](#), employers heavily judged their employees’ contributions to the company by how early they arrived, how late they stayed, and coming in on weekends.



Today, that standard is quickly diminishing. Employees are often on the road – visiting clients, making contacts and spreading company awareness. Less and less are they judged on hours spent in the office, and moreso on the amount of new contacts and/or new business they can create and maintain for the company.

The same is true for your IT support company; the performance of your technology never correlates to how often you see the technicians working around the office. Quite the contrary, today’s technological innovations allow network services to be performed

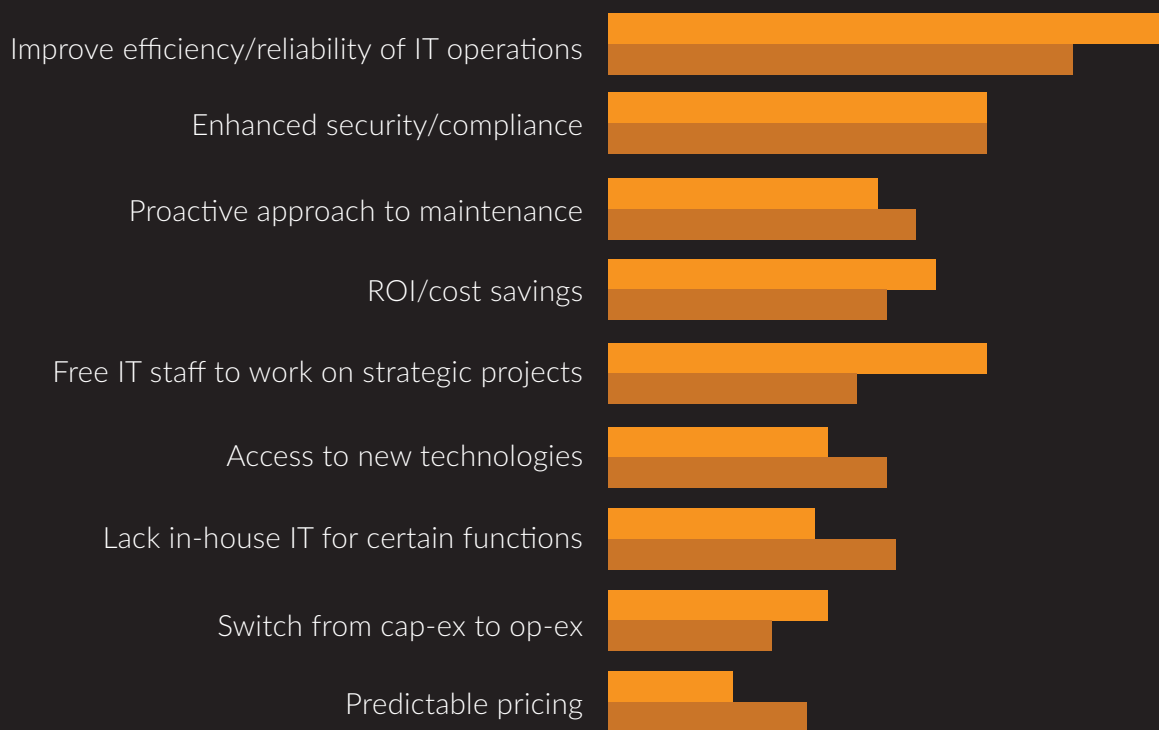
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...today’s technological innovations allow network services to be performed remotely about

99.9%
of the time.”

remotely about 99.9% of the time. With the exception of meetings, installations and hardware upgrades, it's highly possible you may never see your IT support technicians maintaining your network. In fact, the less you have to talk to them means the less problems you're having – [so the better they're taking care of you.](#)

Main Factors Driving End User Managed Services Decision



100+ employees < 100 employees

Source: CompTIA 4th Annual Managed Services Trends Study

They Should Know About Issues Before You Do

Technology problems almost never happen spontaneously. Yes, there is the occasional exception to the rule, but most problems originate as small issues that are allowed to grow and evolve into problems.

These problems can grow to the extent that it takes down your network until it can be addressed. Usually, this is the result of reactive IT support.

While all IT support companies must be reactive to any problems that might occur, not all companies are proactive to issues. When any sort of common issue first appears, a proactive IT support provider receives an alert on their end, triggering an investigation. They then look into the issue, address it remotely, and your business carries on.



When You Look Good, They Look Good

Unlike an IT support provider who only prospers when your company suffers (i.e., downtime; other technical problems), a proactive IT support provider succeeds by helping their clients to succeed.

Think of a Realtor – it wouldn't make sense for them to tell you, "Hey – whenever you finally sell your house, let me know and I'll help you with the paperwork for a one-time fee. Good luck."

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No. Realtors make their money by being proactive with clients – helping them to get their home ready for market, spreading awareness about the sale, then taking charge of negotiations for you to ensure everything goes smoothly. You expect that from a Realtor, and they succeed by helping you to sell your home for the highest amount possible – which, in turn, helps them to be more successful.

This is what you should expect from your IT support company. No company should be glad to hear you're having problems because you now have to pay them for their services to fix the problem. They should do their best to ensure your organization stays as healthy, productive – and profitable as possible. When they do so, it speaks volumes to their commitment to their service.

SRN Offers This Level of Proactive Business IT Support

Once you realize the quality of IT support services that are available to you, it's only natural to want a company which will hand-craft their services to your specific needs.

Secured Retail Networks has been finessing our craftsmanship around IT for more than 10 years, and we very much hope to add your organization to our list of highly-satisfied customers. [Talk to us](#) to discover what SRN can bring to your company success.



SECURED RETAIL
NETWORKS, INC

26000 Towne Centre Drive
Suite 100
Foothill Ranch, CA 92610

949.390.6700
info@securedretail.com
securedretail.com