mbc
MANAGED IT SERVICES

Co-Managed IT Services

Do you have full time IT staff but need more from your IT?

We can help fill in the gaps by working side by side with your staff. Co-Managed IT Services allow you to augment your current internal IT skillsets with a responsive and knowledgeable team without the added payroll costs.

→ When to Leverage:

· The in-house IT staff is focused on IT strategy and employees want faster resolution to IT issues 24/7/365.

· The in-house IT staff can support end-users but requires outside advice regarding the organization's overall IT strategy and Project implementation.

·A company has entered a rapid growth phase and needs to scale up its IT services to support internal growth.

·Companies have a well-developed, in-house IT staff at their headquarters location but need a reliable solution for remote branch locations.

· The in-house IT staff is looking for a Network Operations Center to monitor the infrastructure 24/7/365.

→ Benefits

Productivity: With co-managed IT, support is available 24x7 even if your in-house staff is on vacation or taking sick leave. This increased responsiveness can reduce downtime and in turn, increase employee productivity. Lower

Costs: Because most co-managed IT services are provided for a fixed monthly fee, they offer businesses greater predictability in terms of their IT expenses as well as lower overall IT costs and reduced overhead.

Increased Security: By outsourcing to MBC, you get access to the latest technology and IT best practices. This reduces the burden on your in-house staff of having to stay ahead of emerging IT security threats and ensures that your company has the best protection possible.

Satisfaction: By leveraging a Managed Services Provider to support your IT team, issues are resolved quicker with access to a vast network of skilled IT professionals and subject matter experts. Employee satisfaction is achieved.

The MBC Co-Managed IT Solution

The MBC Co-Managed IT Solution is designed to support companies that have an IT department but are seeking additional support to improve the overall IT experiences. Our solution provides the following:

1. Expert help desk

2. Incident resolution software powered by salesforce

3. 24/7/365 enterprise level monitoring and management through our NOC.

4. Infrastructure Services and Support

5. Private cloud solutions for Disaster Recovery, application hosting or Cloud file Server.

6. VCIO Services which include: life-cycle planning, IT budget planning and strategic discussions

Delivering DELIGHTFUL IT