

Growing Strong Roots With Managed Service Providers

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The SMB Challenge

Expensive

Are We Going To Stop Buying Equipment?
Is An In House IT Staff Worth The Cost?
Who Can I Trust For Internal Support?

Inefficient

The WAN Is Out Again, Everything Is Down.
Did the Updates And Patches Go Out?
Limited IT Support/Multiple IT Vendors.

Complex

Centralization Or Decentralization?
No Standardization.
Expensive Legacy Application Support.

MSPs Help You Grow Strong Roots

**Efficiency
and
Reduced
Cost**

Best Practices and Optimization
Benefit From MSPs Economies of Scale
Worry Free Equipment Management
Simplified IT Management

**Security
and
Reliability**

Policy Guidance
Capacity Planning
Highly Secure Connections
Redundant Infrastructure Options

**Accelerated
Information**

Implementation Expertise
Enhanced User Experience
Data Backup
Reduced Procurement and Provisioning Time

Operational Efficiency and Reduced Cost

Your situation

- How much of your budget do you expend on IT support?
- Where are your biggest bottlenecks?
- How do your capabilities align with your growth projections?

Operational Efficiency and Reduced Cost

How we can help

- Analyze your technical and business objectives.
- Assess your IT needs.
- Optimize your storage and communication capabilities.
- Design and deploy targeted solutions tailored for your business.

Operational Efficiency and Reduced Cost

Our solution expertise

- Simplified IT management
- Efficient use of IT budget
- Robust solution profile
- Economies of scale

Operational Efficiency and Reduced Cost

IT Management Simplified

- Remote Management Consoles
 - Extends centralized control all over enterprise
 - Helps reduce IT personnel and costs
- Automated Deployment Services
 - Scalable deployment
 - Remote deployment
- System Monitoring and Alerting
 - Centralized monitoring
 - Automated problem resolution
 - Reporting and trend analysis
- Centralized patch and update distribution

Operational Efficiency and Reduced Cost

Efficient use of IT budget

- Server Virtualization
 - Multiple operating systems
 - Legacy application hosting
 - Physical server consolidation on Microsoft and *nix (SCO, HP, Linux) platforms
- Equipment Standardization
 - Minimize downtime
 - Reduced support costs
 - Reduced employee training costs

Operational Efficiency and Reduced Cost

Robust Solution Profile

- Industry Standard Providers



Operational Efficiency and Reduced Cost

Economies Of Scale

- Enterprise Level Pricing and Support
 - Purchasing in bulk provides better pricing
 - Support of vendors through an MSP is generally more comprehensive in its coverage
 - Agreements such as a SPLA pass savings on to customers

Operational Efficiency and Reduced Costs

How we have helped others

- Reduced wide area network (WAN) traffic by up to 50 percent
- Reduced IT spending by up to 60 percent
- Consolidated telecommunications contracts and vendors for best pricing

Security and Reliability

Your situation

- What are your most pressing security concerns?
- Who determines security policy?
- How are you addressing business continuity?
- How often do you face outages and what are they?

Security and Reliability

How we can help

- Align security priorities.
- Implement best practices.
- Assess performance requirements.
- Analyze capacity requirements.
- Plan for redundancy.

Security and Reliability

Our solution expertise

- User and data autonomy
- More secure connections
- Greater security through centralized patching

Security and Reliability

User and data autonomy

- Microsoft Active Directory® Domain Services
 - Loss of connectivity between branch and central locations no longer impacts the ability of branch users to authenticate and access services
 - Improved system performance and robustness over unreliable WANs
- Group Policy and Active Directory Domain Services
- File and Resource Access Control lists

Security and Reliability

More secure connections

- Filtering
 - Packet filtering
 - Stateful filtering
 - Application layer filtering
- IPSec and VPN
- Remote VPN
- Enhanced firewall protection

Security and Reliability

Greater security through patching

- Centralized Patch Management
 - Accurate monitoring
 - Patch scheduling
 - Patch prioritizing

Security and Reliability

How we have helped others

- Provided a holistic approach that integrates policy with procedures
- Developed business continuity planning and support
- Streamlined system management operations

Accelerate Information

Your situation

- Are your employees less productive due to communication problems?
- What are your performance priorities?
- What challenges do you face in coordinating information flow?
- Do your people have timely information to make better decisions and support your customers?

Accelerate Information

How we can help

- Deliver information to the right people at the right time, regardless of their location.
- Increase communication efficiency and file management.
- Enhance the end user's experience and efficiency at your locations.

Accelerate Information

Our solution expertise

- Uninterrupted service
- WAN Optimization
- Collaboration

Accelerate Information

Uninterrupted service

- Hardware Redundancy
 - Raid storage configurations
 - Hot swappable parts
 - Clustering options
 - Dedicated and/or Virtualized
- Application failover with failback capabilities
- Redundant telecommunications access

Accelerate Information

WAN Optimization

- Configurable Internet access rules and spam filtering
 - One company's example
 - ▶ 30 messages a day, 5 seconds to read and delete
 - ▶ 7,500 employees working at an average of \$14.42 per hour
 - ▶ Approximately \$90,000 per month or \$1,080,000 per year

Accelerate Information

Collaboration

- Mail Hosting
 - Central mail storage
 - Public folders
- Company intranet/extranet

Accelerate Information

How we have helped others

- More effective utilization of server capacity and network bandwidth
- Greater efficiency in systems administration and management
- Faster and more reliable data recovery in the event of a disaster
- Higher degree of standardization and automation

Summary

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Questions and Discussion

