

MODERN IT MANAGED SERVICES:

Why Seeking Convergence Is the Key to a Thriving Organization



Everything today requires technology. Even initiatives that don't require tech to operate require it to measure their efficacy.

But even when you align IT and business strategies to work toward the same goal, they're still two separate paths and, without constant vigilance, will veer off in their own directions.

When IT strategy is fully integrated with business strategy, the two work synergistically to reach intended outcomes. That's convergence, and it's what thriving companies achieve.

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WHEN TO CONSIDER AN IT MANAGED SERVICES PROVIDER (MSP):

Before you can get to convergence, you may have more basic technology needs to address first. When you find yourself in one or more of the following scenarios, you know it's time to seek an IT MSP:

- Your internal IT team doesn't have either the time or the breadth of skills to execute everything the business needs in-house.
- You've already outsourced IT, and it's not going the way you want it to.
- You're putting resources into maintaining IT that would be better spent on pursuing your mission.

HOLISTIC IT: WHERE CONVERGENCE HAPPENS

A lot of lip service is paid to strategic alignment these days. Everyone claims to align IT with your business strategy; very few IT MSPs actually do. Most execute solely in the technical realm with tasks like managing servers, creating virtual machines, and keeping tabs on anti-virus protocols.

The rare and valuable provider uses a holistic IT approach, providing the following:

- Subject matter experts with extensive knowledge of your specific industry
- The ability to make your IT budget have far greater impact
- Data and development expertise
- Skilled project managers with only your best interests in mind
- Depth of experience to optimize all your existing technology, enabling you to use the tools you choose rather than forcing you onto a particular platform
- Optimization of custom contract-based systems left intact after the relationship with another provider ends
- Ability to take previous business intelligence projects to their next level



What to seek in an **IT Managed Services Partner**

- **CYBERSECURITY:** Can they clearly explain in detail their plan for protecting your data, and do they have a successful track record?
- **BROAD SKILLS AND PARTNERSHIPS:** Are they proposing the right solution for you, or the right solution for them? Limited partnerships and skillsets confine some MSP offerings, and a la carte pricing can bias their recommendations.
- **CULTURE:** Your IT MSP is going to be part of your team. Teams function better when they have a supportive, collaborative culture. Do your values align?
- **EXPERT HELP DESK:** When can you expect resolution upon calling the help desk? Are you reaching your dedicated team?
- **MULTISOURCE SERVICE INTEGRATION:** The ideal partner can either handle more specialized areas like data architecture and app development or provide easy access to and oversee the specialists who can.
- **CONTRACT FLEXIBILITY:** An MSP is an expert in IT services. You are the expert in your business. You'll know what's working and what isn't, so seek contract terms flexible enough to keep your organization's health first.
- **STRATEGIC CONVERGENCE:** Infrastructure, security, and help desk are the bare minimum an IT MSP should be providing. The ideal partner can identify how technology combined intentionally with business strategy can more effectively reach desired outcomes faster.

Know your team



A team that isn't involved in your strategic planning or asking a lot of questions to deeply understand your particular organization won't be able to converge strategies toward your business goals. If you don't know your team, you just can't get there. You should be able to have a face-to-face conversation (even if it's virtual) and put names to faces. You should also have a direct method of contact for your go-to project lead.

FORGET VENDORS; FIND A PARTNER

Resultant is far more than a commodity service vendor; we're a partner

- We work with clients to optimize their people, processes, and technology to reach intended outcomes more thoroughly and faster.
- Our team ensures the environments everyone works within are secure, productive, and compliant—even as both technology and regulations change.
- Our big-picture approach means we're proactive rather than reactive. We address potential problems before they reach fruition.
- We always take your calls. When the unexpected occurs, we respond quickly with all your business objectives in mind.

REAP THE BENEFITS OF TECHNOLOGY AGNOSTICISM

Being technology agnostic means we meet you where you are. We don't require you to use a specific platform; we have the deep expertise to work with whatever you've got. We're not going to saddle you with proprietary IT you can't navigate without us. If someone left you with such a system, we can work with that, too—and optimize it for you, making it viable for your ongoing objectives.

THE RIGHT PARTNER MATTERS

People are often surprised to find that what they had long viewed as an organizational limitation is simply a technology problem waiting to be solved. When your IT MSP is a true partner, IT converges with your business strategy to achieve great outcomes.

Resultant offers customized solutions for your IT needs, including MSP, MSI, ciOS methodology and virtual CIO services.

ABOUT RESULTANT

Our team believes solutions are more valuable, transformative, and meaningful when reached together. Through outcomes built on solutions rooted in data analytics, technology, and digital transformation, Resultant serves as a true partner by solving problems with our clients, rather than for them.

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