



IT SECURITY

PROACTIVELY PREVENT PROBLEMS – NOT REACTIVELY

 STREYM



WE PROACTIVELY PREVENT PROBLEMS – NOT REACTIVELY

We've written this new guide in human speak - not techno babble. And it answers the number one question our clients have asked us over the last few years:

"Why don't we see you and your staff as much as we used to?"

That's a great question. And one that we're proud to answer. Because it's not that we're spending less time with our support clients. Actually, we're spending more time than we've ever spent on each client and their computer systems.

But that time is being invested in proactive work, rather than reactive work.

Essentially, we're anticipating more problems and

preventing them from happening, meaning we have to spend less time fixing broken systems.

This is a critical behaviour of a professional Managed Service Provider. And one we have worked very hard to develop over the last few years.

We have invested heavily in specialist Remote Monitoring and Management software. This tells our technical team every day when problems are likely to happen. And allows us to roll out fixes and make changes to computers and systems around the clock. Put another way... the less our clients hear from us, the better this is.

Because it means fewer interruptions and less downtime. Which means greater productivity for you and your staff.



When you're looking for a new Managed Services Provider, don't be guided just by fast response times to problems

Real experts work quietly in the background; monitoring, maintaining and updating. If they're doing their job well, you shouldn't have to see them often.

Every second that your computer system is underperforming will cost you time and money. A survey conducted by Beaming found that in 2016 alone, downtime cost UK businesses in excess of £7 billion.

Over two thirds of British companies experienced disruptions that prevented them from accessing vital services. It also revealed that 13% of businesses began hemorrhaging money from the moment that downtime struck. That figure went up to 28% after an hour, and 46% after four hours.

It's clear that your systems are much more than machines that help send messages. They're the beating hearts of businesses throughout the world. The bottom line is that when they're not working properly those businesses die.

18%

Haemorrhaged money when
downtime struck

28%

Haemorrhaged money after
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46%

Haemorrhaged money after
four hours



DON'T MISS THE BIG PICTURE

Traditionally, businesses would buy their own computers and just call someone in if they went wrong. This approach is known as reactive IT support, and it used to be enough. Not anymore.

Computer technology is so advanced that it enables us to perform complex tasks and communicate all over the world. We can email from the comfort of our homes, conference call from the beach, sign multi-million pound contracts on the train.

This increased productivity is great when running smoothly, but when they're not it's often enough to send your entire business to a halt. A reactive approach is not a reliable approach to issues.

IT support can be compared to car maintenance. You can choose to ignore the warning lights and not bother with servicing until the car breaks down. Or you can take a proactive approach, making sure your vehicle is properly maintained and given the TLC it deserves.

The biggest problem with reactive IT support is that it only deals with specific issues. It's only a matter of time before something else goes wrong. The IT team you hire will have to spend more time troubleshooting before they can identify the issue. If you're paying by the hour, that's a lot of wasted money.

Proactive IT support is all about prevention. In the same way that regular oil checks help keep your car on the road, proactive IT teams stop problems before they happen. They perform regular checks and constantly monitor systems for glitches and security breaches.

You'll also find the IT team tend to take a holistic approach to IT infrastructures. Looking at the bigger picture, from environment to network to individual work stations means far fewer stumbling blocks.

THE ADDED BENEFITS OF PROACTIVE IT SUPPORT

We've already established the benefits of prevention over cure, but working proactively can help your business in lots of other ways too

1 **Better decision making**
IT Teams will maintain an overview of your system. They'll use automated tools for this, with experts interpreting the data. This helps you to make informed decisions and identify any areas or weakness. Putting you in control of your business.

2 **Budgeting**
Proactively plan and budget your IT expenditure in a more strategic way. Typically a managed IT Service includes monitoring, updates and continuous health checks.

3 **Strategy**
Assessing your assets for a thorough risk assessment is a long process, many fail to look at their computer systems on a strategic level. However, poor IT can break your business. You need to take care of everything from hardware to software updates and ensure it's worth the investment.

4 **Security**
With cyber crime the biggest threat to businesses and the incoming GDPR laws, data security has never been a hotter topic. You need to do everything in your power to look after business data. Proactive IT support will protect your network from cyber attacks and keep your data safe.

5 **Morale & productivity**
IT can be a time stealer. Think of all the time you've spent retrieving a lost file or dealing with a paper jam. Then multiply it by all the people in your team. See how it quickly adds up?

When computers don't work, some people see it as an opportunity to do nothing until it's fixed. Others become frustrated and demotivated because they can't do their jobs.

Slash the risk of downtime and help create a proactive environment by being proactive. Productivity and happiness go hand in hand.

6 **Disaster recovery**
Accidents happen. Major events such as fires, floods and cyber-attacks are a threat to all businesses and even severe weather events like snow storms don't just happen abroad. If all your critical data is stored on a server which gets destroyed in a fire or flood, could your business survive?

Proactive IT teams will put disaster recovery plans in place and ensure all your data is backed up. That means that if the worst does happen, the information you need to survive will be completely safe and accessible.



A PROACTIVE IT SUPPORT IS A SENSIBLE INVESTMENT

Ultimately, any business decision you make will usually be based around three things:

- Costs
- Efficiency
- Productivity

Adopting a proactive approach to your IT system covers those three very important areas, potentially saving you thousands of pounds. Catastrophic IT problems that cause downtime and low morale will become a thing of the past, and you won't have to pay huge call out fees for someone to try to get to the root of a complex issue.

Instead of waiting for things to fall apart and then charging you a fortune to make them right, a good IT professional will prevent problems from occurring in the first place.

Remember

It's about proactively preventing problems – not reactively fixing broken systems

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