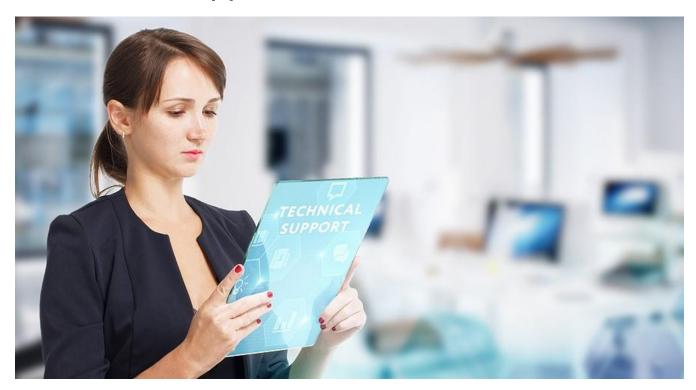# Remote IT Support Delivers Proactive Solutions

With information technology and cybersecurity threats both evolving daily, organizations struggle to secure vital assets and maximize productivity. A widening cybersecurity skills gap further complicates the scene. Harnessing the power of remote IT support allows even small businesses to benefit from enterprise-grade solutions.

Flexible Options to Meet Varied Business Needs

Managed services providers (MSPs) offer a wide variety of solutions customized to specific business demands. For example, an organization with an established, in-house IT department may contract with a service provider to support a specific software platform. Alternatively, the MSP may provide communications services or facilitate cloud migration.

Additional services include options such as help desk support, business continuity planning, network management and security as a service. And for organizations without in-house IT, the MSP can provide the full range of IT services remotely. This flexibility and personalized service make IT services a popular option for outsourcing.

Increased Security and Productivity with 24/7 Monitoring

One of the key benefits of engaging remote IT support involves proactive monitoring and maintenance of the network, whether on-premises or in the cloud. The MSP will ensure that your software and hardware stay up-to-date and protected. Furthermore, 24/7 monitoring means quicker issue resolution and less downtime.

For example, proactive network monitoring will provide customizable alerts to warn you of anomalies that may indicate a security threat. Monitoring can also provide early indications of performance issues. In both examples, the early warning means technicians can often address issues before they evolve into major incidents.

Remote Worker Support

This round-the-clock support applies even to a workforce spread across multiple offices. In most cases, MSP technicians can provide support over high-speed internet, via live chat and remote access technology. With an estimated 25 percent of knowledge workers working remotely, this ability plays a crucial role in maintaining productivity.
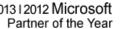
Experts at Your Service

Managed services options have changed the playing field for small to medium businesses. For instance, a small business in a rural area might have difficulty hiring an experienced IT professional in-house. But with an MSP, that same business can tap into the skills of an entire team of experts, with a variety of skills at their disposal.

For instance, through an MSP, businesses gain access to certified security professionals, highly qualified network engineers and cloud migration experts. With this experience at the table, the service provider can quickly diagnosis issues and implement applicable solutions. Without having to resort to trial and error, the organization quickly returns to productivity.

Cutting Edge Technology at a Manageable Cost

In addition to expertise, managed services also make enterprise-grade technology an affordable option. In the traditional IT model, businesses took on significant capital expense to build and maintain a network of servers. Now, the MSP manages the infrastructure, providing access to cutting edge hardware and software solutions that support evolving business needs.

Best of all, MSPs typically provide these services for a flat monthly fee. With no capital expenses or surprise maintenance fees, budget planning becomes much easier. Additionally, with managed services, businesses pay only for what they need, scaling services up or down as needs fluctuate.

Explore Remote IT Support Offerings

Organizations looking to take their business to the next level should research carefully as they choose an MSP partnership. Look for a remote IT support provider that offers the experience and services to complement identified business needs.

eMazzanti offers a comprehensive range of customizable services designed to improve IT performance, strengthen cybersecurity, grow revenues, and increase productivity. From cloud-delivered security solutions to Microsoft 365 optimization, managed network services and more, we deliver the expertise you need.