

Managed IT Services vs. Break-Fix Environments

Introduction

When your IT person talks about “break-fix or chaotic (reactive) environments” or “Managed IT Services (proactive)” and how they pertain to your technology support, what are they talking about? What do they mean?

Well, these two are different types of IT support. Break-fix is pretty straightforward; something breaks, and then someone fixes it. The drive fails in the server – the IT person fixes it.

Managed IT Services is quite different from break-fix. Managed IT Services differ in that the computers, printers, network equipment, the network itself, security – all are managed proactively, to check for potential warning signs before they can cause problems. Managed IT Services may include items like anti-virus, data backups and disaster prevention, status and health reports, or things like a help desk that you can call, to name a few. This a preferred and predictable service used by small, medium, and large business throughout the world.

A perfect analogy of the two different IT Services can be summarized in terms of your automobile. You take your auto in for scheduled maintenance: change the oil, rotate the tires, replace spark plugs, etc. Chances are the mechanic will tell you of pending issues and they should be checked out soon. In this method, you know of things before they happen and can do preventive maintenance. This is the Managed IT Services program. The IT support maintains and monitors routine things on the computer systems and conducts preventive maintenance so issues do not happen.

Or... you can wait until the car breaks down while you are stuck on the side of the road with steam coming from the engine and oil leaking while you wait for the tow truck. Repairs need to take place after the issues arise.

Your computers, server, network are all the same. With Managed IT Services, the IT support is proactively monitoring the health of your systems. And if there's a major problem pending, you have the ability to schedule a time for repairs, instead of reacting to the problem when things break.

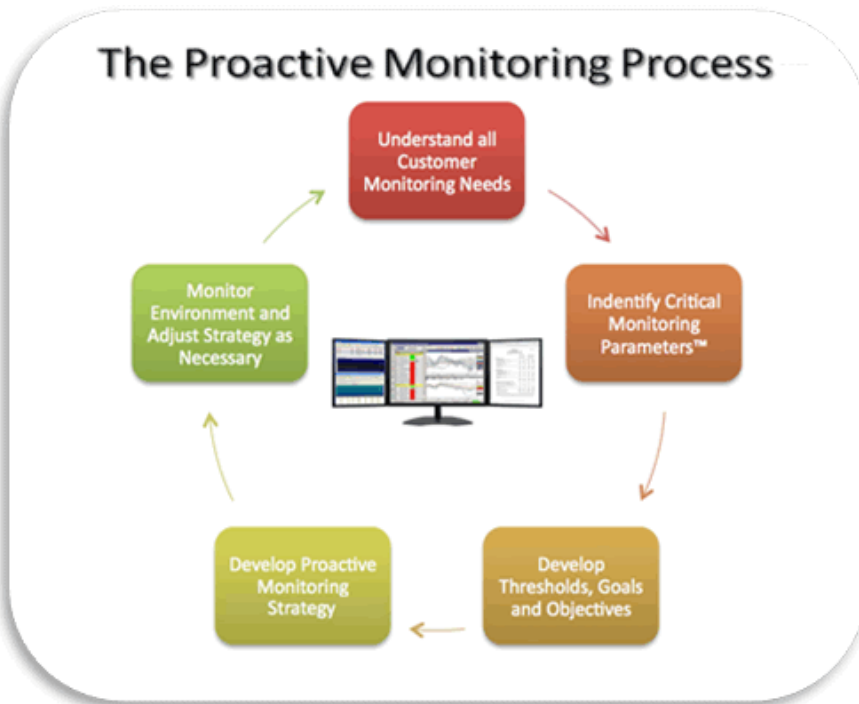
A Proactive Approach

The reason companies move to managed services is that most companies with information technology needs are currently operating in chaotic mode (or reactive), which means that 100% of their billable technical resource time is dedicated to reactively correcting IT failures discovered by the customer (you). The result is little predictability when it comes to a technician's time. Operating in a break-fix service environment also means that some IT service providers only interact with customers on an emergency basis, which can create a negative experience (no relationship established and the provider is working in a chaotic mode too). Under these circumstances, most clients just want their issue fixed quickly. They don't care how it's done or, more critically from the service provider's perspective, who does it. Instead of your business operating in chaotic mode or working with a consultant in chaotic mode, you can operate in a proactive mode – with a managed IT Service plan. S3CC works with your company to move from reactive (chaotic) to a proactive mode.

Proactive— Proactive service offer predication to minimize the threat of failure and downtime for your company by capturing performance and capacity utilization information, using service level objectives to set targets and monitoring all your technology. Proactive customers want to pay for value, not time.

The proactive part comes in when something on a computer, laptop, server, etc., isn't quite right. If a hard drive starts to fail, through S3CC's Managed IT Services would let you know before it actually happens. So, imagine having a team working 24 hours a day, watching for potential issues, and then springing into action before a small event turns into a major event. All before you will have even noticed something wrong. Saving you time, money, and loss of productivity.

Proactive Process in a Managed IT Services Environment



Conclusion

When companies work in a reactive and chaotic mode, they are losing money. Not just because they must hire an IT specialist on the spot – which tends to be a great cost over than having a company proactively monitor and maintain equipment – the real deep costs come in downtime to the organization. When employees cannot work because technology fails, productivity is lost which can be translated into dollars. Overall, Managed IT Services is low cost of ownership versus not having any managed services. IT costs are predictable and steady and costs are kept low because of proper preventive maintenance is in place.