

NEWSLETTER

NOVEMBER

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THE MONTHLY MESSAGE



2020 has been scary, but don't let outsourcing be!

Small-to-medium-sized businesses (SMBs) generally don't have the resources to fully support all IT infrastructure needs. Even if your business has one or several in-house IT technicians, they're often so bogged down by routine daily tasks that their talent is wasted. The very core of your business infrastructure is jeopardised if they're overworked, and vulnerable to error. This employee isn't adding nearly as much value to your business as they should be. It's not a good place for them or you.

According to the research group Gartner, over 65% of IT budgets go towards tasks that do nothing more than "keep the lights on". This means SMBs investing in their technology aren't necessarily improving operations and efficiency or enhancing their security. They're just keeping the wheels turning.

The concept of "managed services" has evolved through the last decade. Today, managed service providers (MSPs) are being used by small businesses to cost effectively manage, service and support their IT processes. MSPs are often called in as an alternative to adding additional inhouse staff. Unfortunately, this also means MSPs are typically seen as a threat to the job security of any IT employee that fears they're about to be replaced by "outsourced" help.

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EMPLOYEE SPOTLIGHT



BEN CLIMER - SOLUTION ARCHITECT

Year Started at SNS:
Re-Joined in 2016!

If you could be any animal for a day, what would you choose to be?

Probably a golden eagle. They can fly 150mph and if you've only got 1 day, you have to make the most of it.



What inspires you?

I think the obstacles and shortcomings people overcome on a daily basis to be where they are. A lot of times it's easy to see people in your daily lives at surface level and them as who they are now. It's easy to discount the journey they took to get there and a lot of times it doesn't get talked about. It's important to reassure newer people that no one is magically where they are. Your journey isn't bound to age or experience. There'll be people coming out of college that'll do great things. There'll also be people that make a career shift at 50 and be the happiest they've ever been. Each person has their own challenges to overcome. Chances are someone has a ted talk or video on it.

What is the weirdest food you've ever eaten?

Taco pizza, I enjoyed it. I've had some weird sushi as well, but I feel like sushi is too common of an answer.

Favorite memory working at SNS?

Hmm, I've been here for a bit so there's a few. I think the one that stands out most is when we were able to pool money together as employees and have SNS match it to pay off layaway accounts at Toys R US(RIP) right before Christmas.

**We work to provide clients with the right tools and people to support their Technology.
From a growing business to a multi-site enterprise,
as your Managed IT Partner we are with you every step of the way.**

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MEET YOUR IT TEAM'S NEW BEST FRIEND - MANAGED SERVICES

A HAPPIER IN-HOUSE IT STAFF

Many of those never-ending mundane tasks performed by in-house IT support on a daily basis can be automated. While this could easily be interpreted as suggesting on-site staff aren't necessary, that couldn't be further from the truth. Your current IT support can leverage all of the benefits of MSP services such as: Proactive management, Remote monitoring, End-user help desk, Fulltime network operations center, Disaster recovery/business continuity solutions, Security audits/updates

GUIDED FOCUS, DIRECTION & PRIORITIZATION

Working with a MSP gives existing inhouse IT support some much needed focus and direction. MSPs commonly offer a complimentary consultation and network assessment that evaluates the overall performance and health of your IT infrastructure. From there, the MSP will recommend the products or services most beneficial to current IT needs. Detailed reports give you and your team visibility.

FEWER FAILURES & HUMAN ERRORS

A high percentage of costly security breaches are the result of human error. This is often because IT employees are stretched too thin and overlook vital security measures, such as applying tested security patches or updating antivirus software programs. Working with a MSP will eliminate much of the work overload that often leads to system or security vulnerabilities. Systems can be backed up in the cloud for an immediate full system restore if needed. Internal IT support will no longer bear sole responsibility for the constant availability and security of stored data.

WHAT'S NEW WITH SNS?



Happy birthday to our Vice President Dan Joes on November 12th!

Congratulations to our Solutions Architect Ben Climer on his marriage!!



NEW HIRE!!

SNS welcomes Jeremy Cardel to the team in the Senior Technical Consultant I role!

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