



ZETT^ΔBYTES

15 BENEFITS OF MANAGED IT SERVICES

Presented by: Zettabytes

SMALL AND MEDIUM BUSINESS **TECHNOLOGY STRATEGIES**

This guide will help you evaluate the differences between services. Our guide explores the shift from traditional technical support to cutting-edge managed IT practices. Perfect for business owners and executives of small to medium-sized enterprises with limited or no internal IT resources. Unlock the advantages and drawbacks of both approaches and gain insights tailored to your business needs

01 870 4999 | hello@zbg.ie | <https://www.zettabytes.ie>

Copyright 2024 Zettabytes IT Support . All rights reserved.

INTRODUCTION

PROACTIVE VS REACTIVE

When it comes to IT, it's natural to associate it with urgent problem-solving rather than strategic support. But what if we told you there's a better way? Say hello to proactive IT services! Gone are the days of waiting for issues to strike before seeking assistance. Our guide explores the shift from reactive break/fix IT to proactive managed services, tailored specifically for small and medium-sized businesses. Consider this your essential introduction to the game-changing managed service model in IT. If your business lacks sufficient IT support, this guide is your ticket to uncovering the transformative benefits of partnering with Zettabytes.

STATEMENT OF CONFIDENTIALITY

This Guide presents findings from industry analysis and solution reviews. It serves as a reference to aid businesses in evaluating their readiness to adopt new solutions or adapting current IT practices with Zettabytes.

ABOUT ZETTABYTES

Zettabytes IT Cyber Security & Support is your go-to provider for businesses seeking expert IT support as well as a consultant who can assist them in managing it. With our comprehensive services, we're here to enhance every facet of your business operations through cutting-edge IT solutions. Explore our core services on our website at <https://www.zettabytes.ie>



MANAGED IT SERVICES

Protect your infrastructure with proactive monitoring & maintenance.



SECURITY SERVICES

Help protect your data and keep your business up and running.



BUSINESS CONTINUITY

Would your data survive a disaster? Are you willing to take that RISK?



TRADITIONAL IT METHODS

THE WAY IT HAS BEEN

In the past, when technology troubles struck a business, they typically had one recourse: summoning a repair specialist. After resolving the issue and invoicing for their services, it was back to business as usual until the next hiccup. But there's another option: having an in-house tech whiz. With this resource on hand, they tackle tech snags as they surface, keeping operations smooth and uninterrupted.

Traditional IT technical support methods do not understand the business requirements, yet will only invest after a major incident which can be costly to your business.

WHY THIS DOES NOT WORK

The "break-fix" method of IT maintenance, as mentioned earlier, poses numerous challenges in today's business landscape. Let's break it down: when an issue arises, productivity takes a hit.

The affected employee is side-lined until the problem is resolved, potentially causing disruptions for nearby co-workers. Meanwhile, the repair specialist's travel time only prolongs the wait.

And when they finally arrive, their presence becomes another distraction, diverting attention from essential tasks for both the employee and their colleagues.

When issues are resolved by the IT department, only then can your employee can finally get back to work. But let's face it: time lost means missed deadlines and opportunities, potentially leading to overtime to catch up.

IT issues and downtime come with a hefty price tag, and the costs add up quickly. It's not just about lost productivity; you're also missing out on potential revenue that the employee could have generated. The bottom line? The costs of each incident can escalate rapidly.

Your losses for each incident can be calculated as follows:

PRODUCTIVITY LOSS

$$\begin{aligned} P &= (\text{Number of Affected Users}) \\ &\times (\% \text{ of Productivity Loss}) \\ &\times (\text{Average Salary per Hour}) \\ &\times (\text{Downtime Duration}) \end{aligned}$$

REVENUE LOSS

$$\begin{aligned} R &= (\text{Number of Affected Users}) \\ &\times (\% \text{ of Revenue Loss}) \\ &\times (\text{Average Profit per Employee per Hour}) \\ &\times (\text{Downtime Duration}) \end{aligned}$$

OVERALL LOSS

$$\begin{aligned} O &= P (\text{Productivity Loss}) \\ &+ R (\text{Revenue Loss}) \end{aligned}$$

MANAGED SERVICES BRINGS IT SERVICES TO MODERN TIMES

Embracing a managed service approach to IT through Zettabytes unlocks a host of benefits rooted in industry **Best Practices**, including **Cyber Insurance Protection and Industry Standards**

- Regular maintenance ensures prolonged system usability and peak performance.
- Updated patches and software shield networks from myriad threats and issues.
- Remote access technologies slash transportation costs from support charges.
- Proactive issue identification and resolution minimize downtime risks.
- Thorough network documentation optimizes support visits for maximum efficiency.
- Reporting, tracking, and historical data pinpoint problematic devices swiftly.

In adopting Zettabytes Managed IT Service approach, the traditional winner-loser dynamic fades away, giving rise to a partnership between our clients and Zettabytes. This symbiotic relationship drives Zettabytes to deliver superior services, guided by fundamental directives aimed at benefiting our clients.

DIRECTIVE - BENEFIT ONE INSOURCE **AN** EXTERNAL TEAM

MANAGED SERVICES **IS** INSOURCING **AN** EXTERNAL TEAM

Consider the essential role technology plays in driving your operations. You are not merely seeking maintenance; you're yearning for a dedicated partner committed to ensuring your tech operates seamlessly, empowering your success. Look no further than Zettabytes IT Support, your top-tier alternative to costly internal teams.

With us, there's no need for extensive onboarding or retention headaches; we specialize in delivering unparalleled support without the hefty price tag.



Our **Managed IT services** encompass a wide range of business needs, making them ideal for those lacking internal resources. While your team focuses on day-to-day support, we're busy enhancing your infrastructure, implementing upgrades, and streamlining processes. Moreover, we address those troublesome tech distractions, freeing you and your team to focus on what truly matters: growth and revenue.

With **Zettabytes IT Support** by your side, rest assured your technology is in capable hands. Together, we'll craft a tailored growth plan, collaborating with your vendors to propel your business forward. It's not just IT support; it's a partnership aimed at fuelling your success.

DIRECTIVE - BENEFIT TWO SECURITY IS THE KEY

Protect, Monitor, and Ensure Compliance with Cyber Security Services!

Your business's cybersecurity is our top priority. With Zettabytes IT Manager Services, rest assured that you and your staff are fully protected and monitored against cyber threats. Our comprehensive suite of services is designed to safeguard your organization's digital assets and ensure compliance with cyber insurance policies and requirements.



**Focus on growing
your business with
confidence, knowing
that your
cybersecurity needs
are fully covered.
Don't leave your
organization
vulnerable to cyber
threats.**

Here's what our IT Managed Services include:

1. **Vulnerability Testing:** Proactively identify and address weaknesses in your network and systems before they can be exploited by cybercriminals.
2. **Dark Web Monitoring:** Monitor the dark web for any mentions of your organization's sensitive information, preventing data breaches and identity theft.
3. **SOC / SIEM:** Our Security Operations Centre (SOC) and Security Information and Event Management (SIEM) solutions provide real-time monitoring and analysis of security events, enabling rapid response to threats.
4. **Phishing Protection:** Protect against phishing attacks with advanced email security measures and employee awareness training.
5. **Zero Trust Framework:** Implement a Zero Trust security model to ensure that access to your network and resources is strictly controlled and authenticated.
6. **Endpoint Management:** Manage and secure all endpoints, including computers, mobile devices, and IoT devices, to prevent unauthorised access and data breaches.

DIRECTIVE - BENEFIT THREE SAVE STAFF TIME **DETECT** ISSUES EARLY

SAVE YOUR STAFF TIME BY **DETECTING ISSUES EARLY**

Computer issues rarely occur without warning. More often than not, there are telltale signs of impending problems before they escalate. By paying attention to these signs now, you can alleviate future stress. However, identifying these indicators requires knowledge of what to look for. Otherwise, easily mitigated issues can snowball into larger, more complex problems. A managed IT provider is adept at spotting these signs early and taking swift action. This proactive approach ensures that your employees can remain productive, confident that their technology won't suddenly fail them.

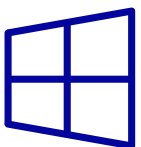
Proactive monitoring can detect a myriad of issues, including but not limited to:



Hard drive Failure
& Fragmentation



Disk Space, Memory,
& CPU ISSUES



Failed/Outdated Windows,
patches and service packs



Ransomware, Malware,
Spyware, and Rootkits



Windows Licensing &
antivirus update Issues



Unexpected System
hardware changes



SECURITY AWARENESS SERVICE - KEY FEATURES

DIRECTIVE - BENEFIT FOUR SAVE STAFF TIME **DETECT** ISSUES EARLY



Intelligent Awareness
Benchmarking (ESI®)



Needs-based
E-Training



Patented
Spear Phishing Engine

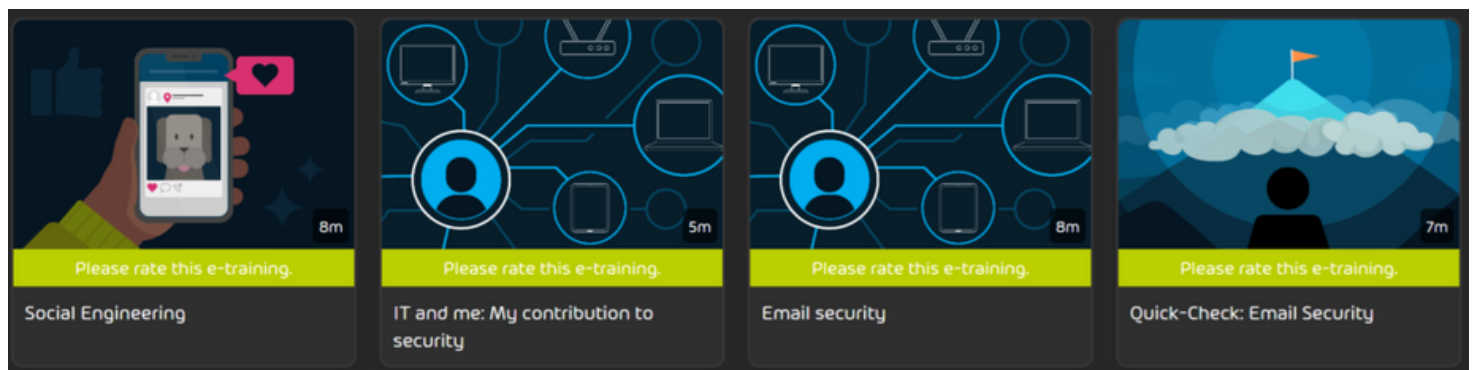
CYBER SECURITY AWARENESS TRAINING - STRENGTHEN YOUR HUMAN FIREWALL

Security Awareness Service trains your employees using realistic spear phishing simulations and AI-powered e-training, heightening awareness of cyber security risks and threats. Employees learn effectively on how to protect themselves and your company. Fully automatic and easy to use.

NEEDS-BASED E-TRAINING WITH THE AWARENESS ENGINE

The Awareness Engine is the technological heart of our Security Awareness Service and offers the right amount of training for every individual. Every user receives as much training as needed and no more than required.

Needs-based provision of relevant e-training content
Booster option for users requiring more intensive e-training
Fully automatic management of e-training



All Staff receive certificates as the modules are completed. This is part of your ongoing Cyber Security which happens over the course of the year based on your subscription.

We certify that

Paul Somers

participated in the Security Awareness Service and completed the following e-trainings:

- ✓ Social Engineering
- ✓ Email security

- ✓ IT and me: My contribution to security
- ✓ Quick-Check: Email Security

DIRECTIVE - BENEFIT FIVE REMOTE SUPPORT **WHEN** YOU NEED IT

RECEIVE THE ASSISTANCE YOU NEED, PRECISELY WHEN YOU NEED IT

Experience the Power of Remote Technical Support

In today's fast-paced business environment, downtime is simply not an option. That's why at Zettabytes, we offer remote technical support services that ensure your operations stay running smoothly, no matter what challenges you face. 90% of all our calls are resolved remotely.

Picture this scenario: your workstation encounters an issue, threatening to disrupt productivity. But fear not! With our remote technical support, resolving the issue is just a click away. By eliminating the need for onsite visits, we not only minimize downtime but also reduce service costs, providing you with a cost-effective solution that keeps your business moving forward.

What's more, our remote support services offer unparalleled speed and efficiency. Imagine the convenience of having our expert IT professionals access your workstation without ever stepping foot in your office. With remote support, every moment counts, ensuring that issues are addressed promptly and revenue streams remain uninterrupted.

While some issues may require onsite assistance, our team is equipped to handle the majority of challenges remotely, saving you time and resources. Plus, remote technical support is seamlessly integrated into our comprehensive managed services package, providing you with a holistic solution for all your IT needs. Experience the power of remote technical support with Zettabytes and discover a new level of efficiency and productivity for your business.



DIRECTIVE - BENEFIT SIX

BREAK-FIX PRACTICES

BREAK-FIX PRACTICES - CAN WORK OR CAN COST MORE

Break / Fix vs. Managed Services: Making the Right Choice for Your Business

Break / Fix Services

Reactive Support

- Pay for support only after a problem occurs.
- Motivated to fix problems quickly to minimize downtime
- Longer downtime results in higher costs.

Bandage Solutions

- Depends on technology failures for revenue
- Motivated to quickly resolve issues.
- Larger invoices for longer downtime and repeated fixes

Managed Services

Proactive Prevention

- Detect and prevent issues before impacting you
- Equally motivated to resolve issues swiftly
- Invest in preserving productivity

Permanent Fixes

- Work to prevent downtime and maintain client satisfaction
- Motivated to prevent issues
- Fixed monthly fee for proactive monitoring and support

- In the world of IT support, businesses face the choice between break/fix services and managed services. While break/fix provides reactive support, managed services offer proactive prevention. With break/fix, you pay for support only after a problem occurs, whilst our managed services detect and prevent issues before they impact your business.
- Moreover, with break/fix we try to fix problems quickly to minimize downtime, but longer downtime results in higher costs, whilst managed service monitors systems and makes you aware of potential issues, provides solutions before any downtime.
- Additionally, break/fix solutions often involve bandage fixes, depending on technology failures. In contrast, managed services work to prevent downtime and maintain client satisfaction, aiming for permanent fixes and continuous improvement.
- Ultimately, while break/fix may seem cost-effective in the short term, the long-term benefits of managed services, including proactive prevention and fixed monthly fees, make it a more efficient and reliable choice for businesses seeking to optimize their IT support.

| FEATURES | PAY-BY-THE-HOUR | MANAGED SERVICES |
|--------------------------|-----------------|------------------|
| 99.9% Server Uptime | - | ✓ |
| Zettabytes Customer Care | - | ✓ |
| Flat-Rate IT Budget | - | ✓ |

DIRECTIVE - BENEFIT SEVEN WE **SUPPLY** ALL HARDWARE

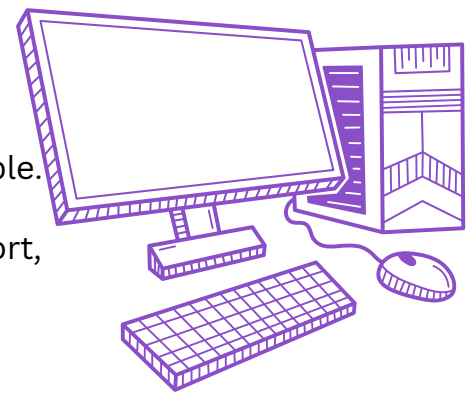
Unlock Exclusive Benefits with Zettabytes' Vendor Relationships

In the world of business, navigating vendor relationships can be a daunting task. At Zettabytes, we understand the challenges small-to-medium-sized businesses face when seeking support from vendors. That's why we've leveraged our extensive buying power, technical knowledge, and industry experience to build strong relationships with hardware vendors, including suppliers of PCs, servers, laptops, and more.

When you partner with Zettabytes, you gain access to a network of trusted vendors who are committed to providing exceptional support and service. Our regular communication with vendors allows us to establish and maintain professional relationships, ensuring that your needs are met promptly and efficiently.

But our vendor relationships offer more than just convenience. By acting as your representative, Zettabytes negotiates with vendors on your behalf, guaranteeing you the best value available. Plus, our ongoing partnerships often grant us access to special purchasing options, such as bulk discounts and improved support, that individual clients may not have access to.

With Zettabytes as your managed service provider, you can rest assured that your vendor interactions will be seamless and stress-free. Focus on your business priorities while we handle the rest, ensuring that you receive the quality support and services you deserve. Experience the benefits of our vendor relationships – contact Zettabytes today.





MICROSOFT SOFTWARE ASSET MANAGEMENT

Rapid Assessment of Microsoft SaaS Consumption and Cost Optimisation opportunities for Microsoft 365 and Office 365.

Microsoft has transformed the way in which organisations acquire and consume licenses for Windows, Office, Collaboration, Management and Security Tools. Without the necessary governance and Microsoft licensing expertise, many organisations will create unknown financial waste due to challenges such as:



SaaS User Subscription License Management



User Requirement Profiling



Shelfware created by a lack of Adoption



Security and Compliance Management

MICROSOFT OFFICE 365 LICENSE HEALTH CHECK DELIVERABLES

Microsoft Office 365 Consumption Report



COST REDUCTION RECOMMENDATIONS



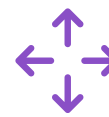
License Compliance Health



SUBSCRIPTION REPROFILING OPPORTUNITIES



Clear Identification of Inactive Users & Applications



SaaS License Management Remediation



MICROSOFT OFFICE 365



Reduce Subscription Cost



Prevent Subscription Creep



LICENSE HEALTH CHECK BENEFITS



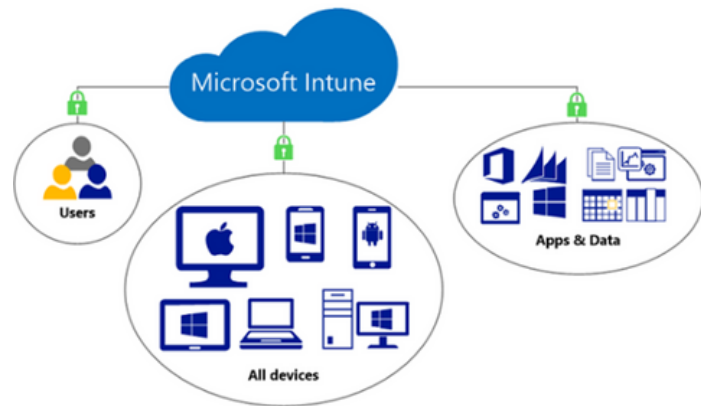
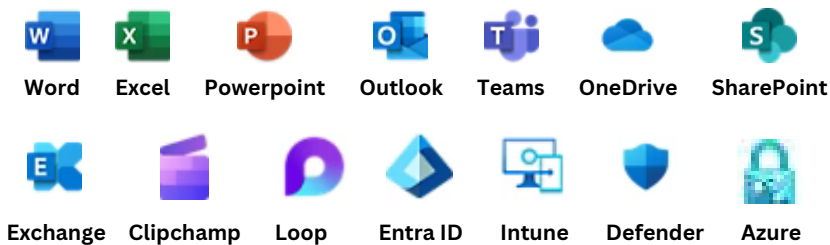
Advert License Compliance Risk



Enable Greater SaaS Adoption

DIRECTIVE - BENEFIT NINE WE SUPPLY ALL SOFTWARE

MICROSOFT LICENSE MANAGEMENT



- **Office and Business Applications:** Various office and business applications such as accounting software, project management tools, and customer relationship management (CRM) software
- **Antivirus and Security Software:** Antivirus and security software like ESET, WebRoot, McAfee, and Bitdefender are crucial for protecting computers from malware, viruses, and other cyber threats.
- **Graphics and Design Software:** Graphics and design software such as Adobe Photoshop, Illustrator, and InDesign
- **Development Tools:** Development tools like Integrated Development Environments (IDEs) such as Visual Studio, Eclipse, and Xcode
- **Database Software:** Database software like Microsoft SQL Server, MySQL, and Oracle Database

DIRECTIVE - BENEFIT TEN DEVICE AS A SERVICE (DaaS)

MAKE TIME FOR YOURSELF WITH DEVICE AS A SERVICE

Gone are the days of hefty upfront investments in hardware. With Device as a Service (DaaS), organizations can enjoy the benefits of a subscription-based model, paying a fixed amount per device, per month. This means you only pay for what you use, whether it's desktops, laptops, smartphones, tablets, or a mix of devices.

But DaaS goes beyond just hardware. Our monthly fee covers comprehensive IT lifecycle services, including device management, swap, data wiping, reverse services, and desk-to-desk support. Devices arrive ready-to-use, freeing up valuable time for IT managers and ensuring colleagues always have reliable tools at their fingertips. Scalability is another key advantage of DaaS. Onboarding new staff is as simple as ordering a device, which is delivered pre-configured and installation-ready.



Trade-in and
reversed service



GDPR- compliant and
environmentally
friendly



Latest hardware including
lifecycle services



Scalable contract at a
fixed amount per month



Configured to specification
and delivered to either
your house or office



Sustainability

DIRECTIVE - BENEFIT ELEVEN COST BENEFITS

MULTIPLE COST BENEFITS - FIXED COST FOR IT MANAGEMENT - PER USER - PER DEVICE - PER MONTH

In the realm of successful business management, maintaining a balanced budget is paramount. Yet, unforeseen costs and fees can disrupt your financial plans, particularly with the break/fix method.

Suddenly, expenses soar, productivity falters, and your bottom line takes a hit with costly repairs. Anticipating such incidents is challenging, making budgeting a daunting task. However, with Zettabytes IT Services, we offer a solution: a reliable flat-rate payment model for your IT support. By embracing our managed services approach, you can bid farewell to budgetary uncertainties. Fixed price, per user, per device per month.

With a consistent rate, your business network remains safeguarded, free from unexpected issues that can strain your finances. This stability not only ensures a smoother budgeting process but also opens avenues to allocate savings towards crucial business priorities—be it technology enhancements or staffing expansions.

Moreover, our proactive maintenance services reduce system disruptions, potentially extending the lifespan of your infrastructure. Embrace automation and optimize your costs with Zettabytes IT Services, empowering your business for sustained success.

DIRECTIVE - BENEFIT TWELVE UNIFIED COMMUNICATION

SEAMLESS COLLABORATION WITH UNIFIED COMMUNICATION

Experience the power of unified communication devices tailored to your business needs. From Microsoft Teams integration and VoIP telephony to cutting-edge conference room technology, Zettabytes delivers a comprehensive suite of solutions to streamline communication and enhance productivity. With our expertise in IPTel, Nexus, and audio-visual technology, we ensure seamless connectivity and crystal-clear communication across your organization. Say goodbye to communication silos and hello to unparalleled collaboration with Zettabytes.

Transform the way you work and connect with your team—choose Zettabytes for unified communication excellence.



MICROSOFT TEAMS



GOTO



NEXUS



CONFERENCE ROOM



IPTEL



AUDIO-VISUAL



DIRECTIVE - BENEFIT THIRTEEN ENTERPRISE TOOLS FOR SMB'S

LEVEL THE PLAYING FIELD: ACCESS ENTERPRISE TOOLS FOR SMALL BUSINESS

It's often perceived that large enterprises hold all the resources, leaving small and medium-sized businesses at a disadvantage. At Zettabytes, we're dedicated to levelling the playing field by offering the same cutting-edge solutions used by enterprise businesses to businesses of all sizes.

Whether you're concerned about data loss, cyber threats, or outdated communication tools, we provide solutions and services that rival those powering large corporations. With Zettabytes by your side, your business can compete on equal footing with the big players.

Zettabytes can provide you with a wide variety of solutions, including:



SECURITY AS A SERVICE



MANAGED SERVICES



TRAINING



PROCUREMENT



INFRASTRUCTURE



UNIFIED COMMUNICATION



DISASTER RECOVERY



AS A SERVICE



RECRUITMENT

DIRECTIVE - BENEFIT FOURTEEN IT OBJECTIVES - BUSINESS VISION

INTEGRATING YOUR IT OBJECTIVES WITH YOUR BUSINESS VISION PAVES THE PATH FOR MUTUAL SUCCESS

Certainly, it's essential to have functional computers and a reliable network, but that's just the beginning. At Zettabytes, we understand that your business has ambitions and objectives to achieve. Your IT infrastructure must not only support day-to-day operations but also facilitate growth and innovation aligned with your business goals.

At Zettabytes we collaborate closely with you to ensure that your IT strategy aligns seamlessly with your business objectives. Serving as a strategic advisor for your technology initiatives, we help craft a comprehensive plan to shape your IT roadmap, both in the short and long term.

Think of us as your virtual Chief Information Officer and Chief Security Officer, offering insights, best practices, and training to drive business improvement and bolster your bottom line.

Our proactive approach means we regularly review your progress, with quarterly meetings to assess whether your technology is effectively contributing to your business's success. With Zettabytes by your side, your IT goals become integral to achieving your business aspirations.



DIRECTIVE - BENEFIT FIFTEEN CUT EXPENSES - MAKE IT STREAMLINE

STREAMLINE IT MANAGEMENT, **SLASH** EXPENSES TOGETHER

When you prioritise maintenance, you ensure longevity, productivity and continuity —whether it's your vehicles, home, or IT infrastructure. At Zettabytes, our primary mission as your Managed Service Provider (MSP) is to care for your IT solutions, enhancing productivity, efficiency, and notably, reducing costs.

A well-maintained infrastructure minimizes malfunctions and downtime, leading to significant improvements in IT functionality. With our proactive approach, we identify and resolve potential issues before they escalate, a cost-effective alternative to reactive repairs. By entrusting your IT to trained professionals, you can focus on your business with peace of mind.

Our managed service agreement includes comprehensive support, whether remotely or on-site, eliminating unexpected expenses associated with break/fix repair services.



DIRECTIVE - TOTAL INFORMATION PROTECTION SECURITY - TIPS



FULL SCALE CYBERSECURITY PROTECTION CALLS FOR A MULTIPROLONGED DEFENCE

Effective cybersecurity demands a multi-faceted defense strategy. With cyber threats evolving constantly, relying on a single line of defense is no longer sufficient. Embrace a comprehensive approach to cybersecurity with Zettabytes—our full-scale protection covers all fronts, from network security and endpoint protection to threat intelligence and user awareness training. Stay ahead of cyber threats with a multi-pronged defense from Zettabytes.

| TIPS | Plan 1 | Plan 2 | Plan 3 |
|----------------------------------|----------------------|--------------------|------------------------|
| | Elite Cyber Fortress | Guardian ProShield | SecureStart Essentials |
| Identity Account management | ✓ | ✓ | ✓ |
| Backup to the cloud | ✓ | ✓ | ✓ |
| FWaaS | ✓ | ✓ | ✓ |
| Phishing Training | ✓ | ✓ | ✓ |
| Zero Trust | ✓ | ✓ | ✓ |
| Anti-Virus | ✓ | ✓ | ✓ |
| Spam Filtering | ✓ | ✓ | ✓ |
| Secure Score | ✓ | ✓ | ✓ |
| Endpoint Management | ✓ | ✓ | |
| Phishing - Continuous Assessment | ✓ | ✓ | |
| EDR + SOC | ✓ | ✓ | |
| Data Loss Protection | ✓ | ✓ | |
| Encryption | ✓ | | |
| Vulnerability Management | ✓ | | |
| Dark Web | ✓ | | |
| Pen Testing | ✓ | | |
| SIEM | ✓ | | |

DIRECTIVE - BENEFIT BUSINESS COMES FIRST

THE BUSINESS COMES FIRST

FACT: your business is filled with time-consuming tasks that demand attention, yet are crucial for its success. From testing backup solutions to updating antivirus software and ensuring system patches, the list seems endless. On top of that, you're juggling payroll, employee productivity, compliance, client satisfaction, and staff working from home.

As a business owner, you understand the weight of responsibility. However, effective delegation is key to ensuring everything runs smoothly. Human Resources handles payroll, Sales manages client satisfaction, and Zettabytes takes care of your IT needs.

With our managed services, your staff can focus on their roles without the burden of maintaining technology. Many tasks can be automated, relieving you of unnecessary stress as you attend to other business priorities. Let Zettabytes manage your IT so you can focus on what matters most—growing your business.



FOCUS ON YOUR BUSINESS...

LET US LOOK AFTER YOUR TECHNOLOGY

Interested in a FREE Managed
IT Consultation?

Let's find out how the benefits of managed
IT will drive your business forward.

Visit:

www.zettabytes.ie

Enjoy the benefits described in this booklet, and many others, through Managed IT services
from Zettabytes IT Support . Call us at 01 870 4999,
or visit our website at: <https://www.zettabytes.ie>