



7 WAYS TO TELL IF YOU'RE READY FOR MANAGED I.T. SUPPORT

THE ESSENTIAL GUIDE FOR SMALL BUSINESS



THE WORLD OF WORK IS CHANGING



There's a pressure to be 'always on', and technology that was once optional is now essential, so smaller Kiwi firms are having to look beyond their own capabilities to find an IT partner to help them stay competitive, innovate and expand, but also manage risks.

Handing the reins over to an outside provider is a big decision, and one you won't be taking lightly.

Here we'll help you assess your situation, and ascertain whether or not your business is ready to make the shift. There are 7 challenges in total. Even if you're up against just one or two, it could be time to consider moving to managed IT.

A man in a denim shirt is looking at a tablet in a clothing store. The background shows a 'SALE' sign and a '50%' sign. The image is overlaid with a blue tint.

CHALLENGE 1

INCREASED COMPLEXITY & KEEPING UP WITH FUTURE TECH

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INCREASED COMPLEXITY & KEEPING UP WITH FUTURE TECH



Remember when business tech used to consist of a few desktop computers, a fax machine and a printer? Those days are long gone. **IT is now a hugely complex area**, and one that's becoming more and more **time consuming, costly and challenging to handle in-house.**

All that updating, the software and app disparity, fragmented systems, multiple devices and data silos etc - makes it near impossible to keep up, even with one or two dedicated IT employees on staff. Added to

this is the **rate of change**. Each day brings new developments, so there's no way a single person can keep abreast of what's happening across the entire IT board.

One way to stay current is to seek expert help. Find a **specialist IT team with the focus, resources, experience and industry insight** to maximise the advantages that technology can bring, and make it work harder for your small business.

SOLUTION

BIG TECH MADE SIMPLE

- **HUM offers your small business best in class and best fit IT, all the time.**
- **This is enterprise-grade technology, tools, processing power and expertise, scaled to SME's.**
- **With unlimited access to a passionate and talented team of IT specialists, who know the industry inside out.**
- **PLUS your own dedicated Virtual Chief Information Officer, who'll help you make the best decisions to drive your business forward.**



CHALLENGE 2

**ESCALATING
COSTS & BILL
SHOCK**

CHALLENGE 2

ESCALATING COSTS & BILL SHOCK

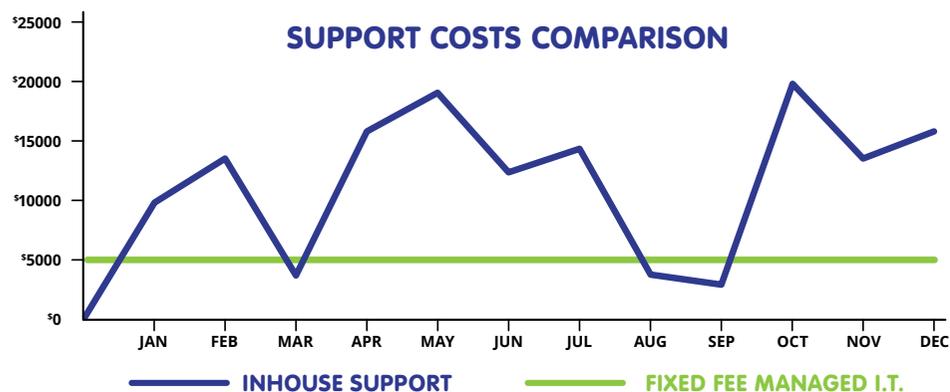
While the decision to invest in IT is simple for most small businesses, **getting a grip on the cost** is not. Issues can arise suddenly, making it hard to plan. Many IT expenses go undetected, leading to an underestimation in spend.

Once everything's factored in (the cost of hardware and software, upgrades, maintenance, subs, support

blowouts, downtime etc), it's easy to see why there's **pressure on your bottom line.**

Fact is, most small businesses spend more on IT than they think. Try [HUM's cost estimator](#) to get a handle on your monthly tech costs. With more clarity you can make informed decisions and take steps to **increase efficiencies and save.**

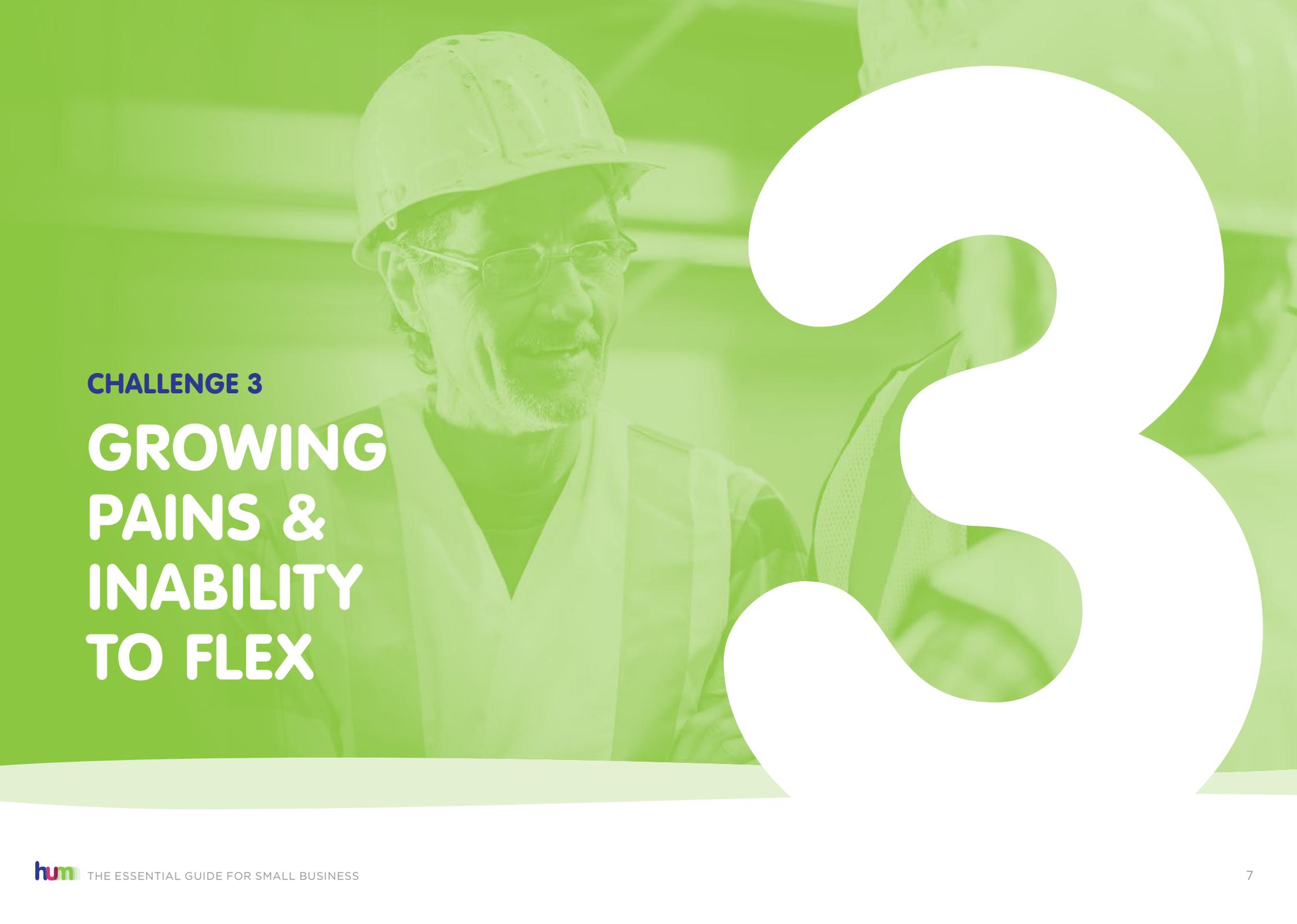
Figure 1: In-house support costs vs. Fixed fee managed IT costs



SOLUTION

ONE EASY FIXED FEE BUNDLE

- **HUM's one fixed fee per user per month bundle gives you total transparency and makes it easier to budget.**
- **You know what you're getting, you can see what you're using and you know what it costs.**
- **This is a complete IT solution, quite possibly for less than what you're currently spending and definitely for more bang for buck than a typical in-house solution.**

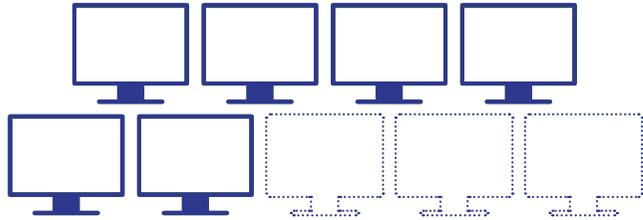


CHALLENGE 3

**GROWING
PAINS &
INABILITY
TO FLEX**

CHALLENGE 3

GROWING PAINS & INABILITY TO FLEX



Business growth is great. Unless your IT is struggling to keep pace, in which case it can cause a major headache. New staff means new devices, expanding software and application needs, plus increasing IT consumption costs.

Without the right systems and infrastructure in place, your ability to accommodate customer demand, and have your staff hitting the ground running can be limited.

There's also a chance that things could change, so you don't want to over-capitalise and end up in a financial fix.

Having managed IT support takes care of a lot of these concerns, as it can **expand and contract with your business**. Taking the fixed fee model as an example, **the cost per user is no different regardless of scale**, but **the flexibility it affords you is huge**.

SOLUTION

SPEED, AGILITY & SCALABILITY

- With HUM your business can **access the latest technology (as much or as little as you need) without the enormous expense**.
- You can **maximise new opportunities as soon as they arise, with IT that's responsive, easy to use, and is able to flex with your business**.
- Growth is supported by a **solid infrastructure and a vast resource of people and processing power**. And thinking ahead (planning for future) is part of the HUM deal.



CHALLENGE 4

**LACK OF
EXPERTISE &
INSUFFICIENT
SUPPORT**

CHALLENGE 4

LACK OF EXPERTISE & INSUFFICIENT SUPPORT



Nobody likes it when good tech turns bad. Your laptop crashes just before a presentation. The printer melts down, you can't retrieve files, systems are overloaded and work comes to a grinding halt.

The fact is you can't afford to wait around for Jack the ops man, Joan in accounts or that one-man-band support guy to sort it out. They don't have the depth of knowledge or resources to troubleshoot, problem solve or fix IT issues quickly.

This is where **experienced, trusted IT support can prove invaluable**. These experts have seen it all before, and can leverage the collective learnings that are shared across hundreds of sites. Which means they can offer the **best, fastest, most efficient way to remedy problems** - plus they can often prevent issues before they even occur.

SOLUTION

24/7 SUPPORT ANYTIME, ANYWHERE

- The experts at HUM are on call for your business around the clock, seven days a week – ready to advise, troubleshoot and resolve any problems with your network, end user computers, applications and any other IT products or peripherals.
- Urgent jobs are fast-tracked, so business-critical or time-sensitive incidents are dealt with swiftly - PLUS your HUM support crew will be fully up to speed with your business (think of them as partners), so any interactions are simple and stress-free.

A man with glasses and a goatee is looking down at a clipboard he is holding. He is wearing a light-colored jacket over a dark shirt. The background is a blurred office or workshop setting. A large, white, stylized number '5' is overlaid on the right side of the image. The entire image has a pinkish-red tint.

CHALLENGE 5

CONTINUALLY PLAYING CATCH UP

CHALLENGE 5

CONTINUALLY PLAYING CATCH UP



We're all stretched for time. So **staying on top of the IT environment** - making sure it's running smoothly, while keeping the team and business operating at peak - can be a serious challenge.

Even the smallest oversight can cause a major disruption. Like pop-up updates for example. If left for too long ("remind me later"), they can leave the door open for bugs, security issues and operational problems.

Similarly, servers can reach their limit if they're not constantly monitored, and that's when systems can crash.

A solution is to shift these tasks **from manual to automated**, and have a team of experts manage it. A monitoring and maintenance automation tool, combined with the IT support provider's people and processing power can radically **increase efficiency and reduce the incidence of human error**.

SOLUTION

PROACTIVE, MONITORING & MAINTENANCE

- **HUM keeps all your servers and systems current, all your hardware and devices in optimal running order, and makes sure your users have the best-fit applications and software on hand, always.**
- **All patching, updates and upgrades are taken care of automatically.**
- **HUM's RMM (remote monitoring and management) tool will identify issues and opportunities, and apply a quick fix remotely, should the need arise.**
- **It also automates thousands of hours every month, radically increasing efficiencies.**



CHALLENGE 6

**DEALING
WITH
DOWNTIME
DISASTERS**

CHALLENGE 6

DEALING WITH DOWNTIME DISASTERS

The more a business relies on technology, the more vulnerable it is, so if there is a problem or outage, even for a short time, the effects can be devastating. It doesn't have to be a major malfunction to have a major impact. Even small issues have a way of adding up.

Yes, the cost of downtime is significant (approx. \$2100p/m, see fig.2). Yet the scope of the risk can stretch beyond this, to

impact company productivity, morale and reputation.

Outages can't be avoided. But with professional IT support in place, **recovery time is faster, less costly and less painful.**

This is because an entire team can mobilise as soon as an issue comes up; something that would typically take 40 hours to sort out in-house could be resolved in just four, given the right level of expertise and resource.

Figure 2: Average monthly cost of downtime Source: Origin



SOLUTION

ALWAYS ON – SMARTER, SMOOTHER, FASTER-RUNNING I.T.

- HUM has the team, the tools and the enterprise-grade solutions to ensure that everyone your end enjoys uninterrupted connectivity and uptime – wherever they are, whatever they are doing.
- Always on, 24/7, means greater productivity and profitability.
- In the rare event of downtime, HUM's rapid response and disaster recovery processes will have you back up and running faster with minimal fallout.



CHALLENGE 7

**MAINTAINING
I.T. SECURITY**

CHALLENGE 7

MAINTAINING I.T. SECURITY

It's only when you suffer a loss that you really appreciate how critical it is to have strong, **up to date, proactive IT security in place.**

Given recent large-scale cyber attacks worldwide and some fairly alarming New Zealand statistics (see fig. 3), this is an area that every Kiwi business owner needs to address, and fast.

Unfortunately many believe that 'security' is covered with piecemeal offerings from within their existing IT, but this isn't strictly true. The reality is, **keeping networks, devices and data safe is a massive job, and really very specialised.** This is where a reputable, trusted IT service provider with the right tools, applications and knowledge can help.

Figure 3: NZ small businesses & cybercrime Source: Microsoft



SOLUTION

PROTECTION ACROSS ALL USERS, DEVICES & LOCATIONS

- **HUM's security suite covers everything from managing antivirus software, spyware and spam filters, to data backup / archiving solutions and security patches.**
- **Network activity is also monitored 24/7. If and when there's a problem, it's picked up immediately, which aids damage control, and speeds recovery.**
- **This is a proactive approach to security that not only ensures peace of mind, but pays off in the long term.**

DO ANY OF THESE CHALLENGES SOUND FAMILIAR?

Take the quick quiz on the next page. If you answer YES to even just one or two of the questions, it could be time to hand the reins over to an all-in-one IT managed service provider, like HUM.

Just think, without the stress of having to handle your IT in-house you'll be freed up to do what you do best. HUM's fixed fee structure will make it way easier to budget. Plus, improved support, security and proactive management will mean fewer headaches, less downtime and a far more robust IT set up and infrastructure.

Of course HUM's IT bundle also delivers new capabilities, can help to increase productivity and revenue, and can vastly improve your team's user experience. The list goes on. So talk to our team today. There's no obligation – and should you decide to move to HUM, the shift is easy, with no transition fee and no contract to sign.

GET HUMMING

GO

TAKE THE QUIZ

GO

THE QUIZ

- 1: Do you feel like your IT is outdated, and there's little or no time to keep up with new developments and innovation?
- 2: Is your IT spending somewhat unpredictable - nothing one month, a blowout the next?
- 3: Is it difficult to expand or contract your IT set up, to accommodate changing staff numbers or growing customer demand?
- 4: Does it take too long to fix IT related issues, due to a lack in-house support and expertise?
- 5: Do you feel you're constantly playing catch up; as soon as you get one part your IT environment running smoothly, another area needs attention?
- 6: Do you experience periods of downtime, and does it take a long time to get back up and running?
- 7: Are you concerned about the increasing cyber security threat, and do you think that your current level of protection could be improved?

YOUR SCORE

If you answered:

YES 1-3 TIMES

Managed IT support would be helpful.

YES 3-5 TIMES

You'll definitely benefit from Managed IT Support (& the sooner the better).

YES 5-7 TIMES

Quick, get managed IT support immediately! Putting it off for even just one day is costing you time, stress and money.

**DON'T DELAY,
GET HUMMING**



GO



visit: www.humit.co.nz email: get@humit.co.nz call: 09 414 2351