



CTG MONTHLY



Is Managed Services right for your organization?

Before deciding if a managed service program is right for your organization. Let's look at three of the main features of a managed service program.

Proactively Manage Your Network Equipment - Typically, in a small to medium size business, network equipment (routers, firewalls, switches, and access points) are deployed and repaired on a project-basis. IT Support Firms can remote managed networks, which allows for issues to be resolved quickly. Alerts notify the IT Support Firm when errors appear, and equipment is failing.

Time Efficient Resolution - In most organizations, only a limited number of staffs know even where the equipment is located at and what it is. Managed Services allow for your organization not to have to wait for someone to come to your location and to investigate the issue. If something needs rebooted, a remote managed service program can do that immediately. Organizations have seen value with this service.

Controlled and Predictable Spending - This service has allowed small to medium size business to save money. An organization would not acquire the expense (salary, benefits, equipment, etc.) associated with having an on-site IT staff person. A managed service is a set monthly service fee.

Next Month:

A look into a different type of Firewall for your business.

What type of Managed Services does ChosenLan offer?

ChosenLan offers 3 different types of Managed Service Programs: Bronze, Silver, and Gold

Bronze Level: ChosenLan includes Cloud Monitoring on all Datto equipment. This includes switches, access points, and backup devices. Cloud Monitoring has allowed ChosenLan to be alerted prior when an outage has happened, prior to the client being onsite at their location. ChosenLan has been able to monitor and resolve issues remotely without going on site, as this also saves a travel expense for the client. Also included in the Bronze Level is, AntiVirus and Patch Management monitoring. This monitoring reviews PCs and servers for needed Windows and Microsoft updates. It also confirms that PCs and servers are running an update to date Anti-Virus program and scans are being processed.

Silver Level: This level includes all of Bronze Level and includes Limited HelpDesk Support for covered systems/items. Limited HelpDesk Support is for support during Normal Business Hours (Monday-Friday, 8AM-5PM). This level also includes ChosenLan maintain Cloud Service Accounts (example: Office 365).

Gold Level: This level includes all of Bronze and Silver, but HelpDesk Support is 24/7. This level also includes ChosenLan being the IT Point of Contact for 3rd party systems/support for software, leading needed updates and upgrades. In this level, ChosenLan also creates all Network Documentation and maintains that information for the client.

For more information in regard to ChosenLan's Managed Services, please send email to: contact@chosenlan.com, Subject: "Request for Managed Service Information"