THE EXECUTIVE'S GUIDE TO
Co-Managed And Outsourced I.T.

How To Get Top-Level I.T. Support, Compliance And Cyber Security Protection WITHOUT The Cost And Difficulty Of Building A Large In-House I.T. Department

SHOULD YOU HIRE OR OUTSOURCE?

While outsourcing is common in many areas of business such as HR, finance and procurement, the most mature and common outsourced function for businesses of all sizes is I.T. (information technology). That's because it is almost always cheaper, easier and more advantageous to outsource at least some aspects of I.T., including the support and management of your I.T. infrastructure, data backup and cyber security protections, instead of the cost and burden of building a robust internal I.T. department that can handle everything. However, the big question is, what should you outsource, and what should you keep in house?

In general, it's best to OUTSOURCE in the following scenarios:

- **When the job requires a highly specialized skill that is better handled by a team of experts.** For example, cyber security is one of the most outsourced functions of I.T. and is growing. That's because protecting an organization against cybercrime is a business-critical function that cannot be pushed onto an individual I.T. person or team that lacks the deep knowledge, tools, and expertise required. Another example would be a critical migration project of on-premise networks to the cloud.
- **To save a considerable amount of time and money.** Whenever you can find a vendor who can take on the tasks you're looking to hire for, they not only save you an enormous amount of time regarding finding, interviewing, hiring, and training new employees but also save you money in HR, payroll and insurance costs. Specific to I.T., you will also save money by not having to purchase the I.T. management tools, programs, and applications they need to do their job properly.
- **When you need a flexible workforce.** If you have a seasonal business, or if you want the ability to scale up or down quickly, outsourcing is always the faster, less expensive option.
- **You simply don't want the added difficulty of hiring and managing an I.T. department.** For starters, the talent pool out there is brutal; simply finding a good I.T. person of any caliber is difficult. Then you have to take into consideration a "Plan B" if they leave or are suddenly unable to work. If you don't have someone who knows your systems as a backup, you can go through a VERY painful period of trying to hobble along until you replace them. This is why many of our larger clients who HAVE internal I.T. choose our Co-MITs, which is short for co-managed I.T. services (more on this later)

From our experience, companies with fewer than 75 employees are almost always better off outsourcing 100% of the management of their I.T. (It's important to note that we're talking about the generic I.T. management.)

At the 75-employee mark, it may make sense to have a strategic I.T. person on staff based on the unique needs of your organization; but usually that person is managing a specific application or business function and still needs the help of an external I.T. company to assist in any number of things, particularly cyber security.

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WHAT YOUR FULL I.T. DEPARTMENT SHOULD CONSIST OF?

Most companies don't fully understand all the skillsets required in a properly staffed, competent I.T. department. Once they do, they quickly see why:

1. One I.T. person is not sufficient.
2. Outsourcing is a less expensive option that would also give them FAR superior services and cyber security protection.

Below is a high-level overview of the various skill sets and functions you'll need for a competent I.T. department, even in a small 30-person company; if you happen to be an organization that falls under strict data compliance guidelines, the number of employees is irrelevant – you MUST keep your patients' and clients' data safe even if you're a "one-man-band."

Title	Purpose	Employees	Salary
Help Desk Technician (Levels 1-3)	Responsible for being the first line of defense to troubleshoot end-users' problems, questions and needs. Needs to be highly responsive.	1 per 70 employees	$35,000 – $50,000
Network Administrator	Responsible for maintaining your company's computer network (designed by the network engineer), ensuring it's up-to-date, secure and operating as intended.	1 per 200 employees	$55,000 – $90,000
Network/Systems Engineer	Responsible for the strategic planning and implementation of the communication networks in your company.	1 per 200 employees	$63,000 – $100,000
I.T. Manager	Responsible for managing the help desk, network administrator and systems engineer.	1 per 500 employees	$90,000 – $150,000
CIO (Chief Information Officer), CTO (Chief Technology Officer	Most senior technology executive inside an organization. Responsible for setting and leading the I.T. strategy for the entire company to ensure I.T. facilitates the goals of the organization.	1	$100,000 – $150,000
CISO (Chief Information Security Officer)	Responsible for being head of I.T. security; creating, implementing and managing a company's I.T. security policies to prevent a breach; meeting compliance requirements and insurance security standards.	1	$185,000 – $250,000
Total			$528,000 – $790,000

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HOW COMPANIES WHO HAVE INTERNAL I.T. ARE SENSIBLY OUTSOURCING TO SAVE MONEY AND SECURE BETTER SERVICES

Many of the clients we work with have one or more internal I.T. people, but are growing and are finding they need additional support. Instead of hiring for EVERY role, they are opting for a new form of outsourced I.T. services we call co-managed I.T., or Co-MIT for short.

Co-managed I.T. gives companies the helping hands, specialized expertise and I.T. management and automation tools they need WITHOUT the cost and difficulty of finding, managing and retaining a large I.T. staff OR investing in expensive software tools.

This is NOT about taking over your I.T. leader's job or replacing your I.T. department if you have one or more people who are productive, strategic members of your team.

It's also NOT a one-off project-based relationship where an I.T. company would limit their support to an "event" and then leave your team behind to try and support it (or give you the option to pay them big bucks afterward to keep it working).

It's also NOT just monitoring your network for alarms and problems, which still leaves your IT department to scramble and fix them.

It IS a flexible partnership where we customize a set of ongoing services and software tools specific to the needs of your I.T. person or department that fills in the gaps, supports their specific needs, and gives you far superior I.T. support and services at a much lower cost.

Here are just a few of the reasons why CEOs of similar-sized companies are moving to a co-managed approach:

- **We don't replace your I.T. staff; we make them BETTER.** By filling in the gaps and assisting them, giving them best-in-class tools and training, and freeing them to be more proactive and strategic, we make them FAR more productive for you. As a bonus, THEY won't get burned out, frustrated and leave.

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- **You don't have to add to your headcount.** Let's face it: overhead walks on two legs. Plus, finding, hiring, and retaining TOP talent is brutally difficult. With co-managed I.T., you don't have the cost, overhead, or risk of a big I.T. team and department. We don't take vacations or sick leave. You won't lose us to maternity leave or an illness, or because we have to relocate with our spouse or we've found a better job.
- **Your I.T. team gets instant access to the same powerful I.T. automation and management tools we use to make them more efficient.** These tools will enable them to prioritize and resolve your employees' problems faster, improve communication, and make your IT department FAR more effective and efficient. These are software tools your company could not reasonably afford on its own, but they are included with our co-managed I.T. program.
- **"9-1-1" on-site.** In the unexpected event, that your I.T. leader was unable to perform their job OR if a disaster were to strike, we could instantly provide support to prevent the wheels from falling off.
- **You get a TEAM of smart, experienced I.T. pros.** No one I.T. person can know it all. Because you're a co-managed I.T. client, your I.T. lead will have access to a deep bench of expertise to figure out the best solution to a problem, to get advice on a situation or error they've never encountered before, and to help decide what technologies are most appropriate for you (without having to do the work of investigating them ALL).
- **You'll stop worrying (or worry less!) about falling victim to a major cyber-attack, outage or data-erasing event.** We can assist your I.T. leader in implementing next-gen cyber security protections to prevent or significantly mitigate the damages of a ransomware attack or security breach. We can also assist in providing end-user awareness training and help you initiate controls to prevent employees from doing things that would compromise the security and integrity of your network and data. CRITICAL MAINTENANCE WILL BE DONE.
- **We provide your I.T. leader and team with free workshops and training.** We offer workshops and webinars for our co-managed I.T. clients so they're more informed on critical topics such as cyber security, disaster recovery, compliance regulations, best practices, and more.
- **NO LONG-TERM CONTRACTS.** We're a flexible workforce you can expand and contract as needed.

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SCENARIOS WHERE CO-MANAGED I.T. JUST MAKES SENSE
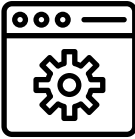
Scenario 1:
Your in-house I.T. staff is better served working on high-level strategic projects and initiatives but needs support in getting day-to-day tasks completed, such as troubleshooting various problems that arise, providing help-desk resources to your employees, software upgrades, data backup and maintenance, etc.

Scenario 2:
Your in-house I.T. person is excellent at help-desk and end-user support, but doesn't have the expertise in advanced cyber security protection, server maintenance, cloud technologies, compliance regulations, etc. As in scenario 1, we let them handle what they do best and fill in the areas where they need assistance.

Scenario 3:
A company is in rapid expansion and needs to scale up I.T. staff and resources quickly. This is another situation where our flexible support services can be brought in to get you through this phase as you work to build your internal I.T. department.

Scenario 4:
You have an excellent I.T. team, but they could be far more efficient if they had the professional-grade software tools we use to be more organized and efficient, along with our help desk. We can give them the tools, configure them for your organization and train them on how to use them. These tools will show you, the CEO, the workload they are processing and how efficient they are (we call it utilization).

Scenario 5:
You have a robust in-house I.T. department but need on-site support and help for a remote location or branch office.

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WHO CO-MANAGED I.T. IS NOT FOR:

Although there are a LOT of benefits to co-managed I.T., this is certainly not a good fit for everyone. Here's a short list of people this won't work for.

Companies where the I.T. lead insists on viewing us as an adversary instead of an ally.

As I stated previously, our goal is not to have you fire your I.T. lead or your entire I.T. staff, but some I.T. managers just cannot get beyond this fear.

Co-managed I.T. only works when there is mutual trust and respect on both sides.

I.T. leaders who don't have an open mind to a new way of doing things.

Our first and foremost goal is to support YOU and your I.T. leader's preferences, and we certainly will be flexible – we HAVE to make this work.

However, a big value we bring to the table is our 20 years of expertise in supporting and securing computer networks. Therefore, the clients we get the best results for are the ones who keep an open mind to looking at implementing our tools, methodologies, and systems, and adopting some of our best practices. As I said before, this only works if it's a collaborative relationship. But we cannot – will not – take on a client that is doing things we feel compromise the integrity and security of a network, even if that's "how we've always done things" or because "that's what we like."

Organizations where the leadership is unwilling to invest in I.T.

As a CEO myself, I completely understand the need to watch costs. However, starving an I.T. department of much-needed resources and support is foolish and risky. Further, some CEOs look at what they are paying us and think, "We could hire a full-time person for that money!" But they forget they are getting more than a single person – they are getting an entire team, a backup plan, tools and software, monitoring, and specialized skills.

We can only help those companies that are willing to invest sufficiently in I.T. – not elaborately or indulgently. We can demonstrate how a co-managed I.T. option is a far cheaper solution than building the same team on your own.

WHAT TO LOOK FOR IN A
CO-MANAGED I.T. PARTNER

Whether it's a pure outsource play or a co-managed I.T. relationship, you absolutely want to make sure you hire the RIGHT company to work with.

There are no shortages of horror stories from companies that were burned and harmed by an incompetent I.T. company. Briefly, here are a list of questions you want to make sure your I.T. company can say "YES!" to.

CUSTOMER SERVICE

Do they have industry-certified experts?
The I.T. industry isn't regulated. Who's to say the person working on your network is qualified? Xact IT Solutions holds itself to the highest standards and only deploys certified technicians to work on your computers and network.

Do they have a dedicated technology team?
At Xact IT, you'll work with the same friendly people who know your business inside and out. You won't waste your time training our team about your system or problem. We'll know exactly what you're talking about and get it fixed right the first time.

Do they have a great service guarantee?
Our services are backed by a 100% satisfaction guarantee. Feel confident in knowing if we don't perform, you won't be trapped in any long-term agreement. Our 5 Star reviews on Google speak for themselves but we pride ourselves on 100% client satisfaction in every interaction.

When they offer an "all-inclusive" support plan, is it TRULY all-inclusive, or are their "gotchas" hidden in the fine print?
Our "all-inclusive" support plan is just that – all-inclusive. One of the more popular service plans offered by consulting firms today is an "all-inclusive" or "all-you-can-eat" managed services plan. These are a good thing because they'll save you a lot of money in the long run – HOWEVER, make sure you understand what is and isn't included. Some things to consider are:

- Is phone/e-mail help desk included or extra?
- What about network upgrades, moves or adding/removing users?
- Is hardware and/or software included?
- What about third-party software support?
- If the hardware and software is included, what happens if you cancel the contract?
- Are off-site backups included? To what degree?

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MAINTAINANCE OF YOUR NETWORK

Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?

We conduct regular meetings with our clients to review your current I.T. plan, discuss new projects and make recommendations. We BECOME your virtual CTO (Chief Technology Officer). Our goal with these meetings is to help you be more profitable, efficient and competitive and to listen to any concerns you might have or suggestions for us to improve.

Do they insist on remotely monitoring your network 24/7/365 (managed services) to keep critical security settings, virus definitions and security patches up-to-date to AVOID downtime, ransomware and other problems?

Our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other issues so we can address them BEFORE they turn into bigger problems. With I.T. being so central to running a business, you want someone monitoring and maintaining the network, not just jumping in with a quick fix when things go wrong.

Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

Yes, and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off

Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and make you feel stupid for asking simple questions?

Our technicians are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms.

BACKUPS AND DISASTER RECOVERY

Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape backups?

We do not allow our clients to use tape backups because they are incredibly unreliable. We also ensure every client has 100% of their files backed up in a manner that would protect against ransomware. NOT ALL BACKUP SYSTEMS PROTECT AGAINST RANSOMWARE, and it's important that YOUR backup system is set up in a way that cyber-attacks cannot corrupt or lock backups.

Have they set your backups for hourly and daily revisions so you don't lose a full day's (or week's) work on a drawing or other project?

We set backups so they take hourly and daily versions of your files so if someone accidentally overwrites a file or a file becomes corrupt, you can quickly and easily restore it without having to do HOURS of rework.

Do they INSIST on doing periodic test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?

We perform a monthly "fire drill" and perform a test restore from backup for our clients to make sure their data CAN be recovered in the event of an emergency. After all, the WORST time to "test" a backup is when you desperately need it.

Do they insist on backing up your network BEFORE performing any type of project or upgrade?

We do, and that's simply as a precaution in case a hardware failure or software glitch causes a major problem.

If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or one that enables you to work from a remote location?

All clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

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TACTICAL EXPERTISE AND SUPPORT

Do their technicians maintain current vendor certifications and participate in ongoing training – or are they learning on your dime?

Our technicians are required to keep the most up-to-date vendor certifications in all the software we support. Plus, our hiring process is so stringent, 99% of the technicians who apply don't make it through (guess who's hiring them?).

When something goes wrong with your Internet service, phone systems, printers, or other I.T. services, do they own the problem or do they say, "That's not our problem to fix"?

We feel WE should own the problem for our clients so they don't have to try and resolve any of these issues on their own that's just plain old good service and something many I.T. guys won't do.

Do their technicians arrive on time and handle issues professionally?

Our technicians are true professionals who you would be proud to have in your office. They show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. We believe these are minimum requirements for delivering a professional service.

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WHY WE'RE UNIQUELY POSITIONED TO DELIVER OUTSOURCED I.T.

Xact IT Solutions is a CompTIA Security+ Trustmark Certified Cybersecurity Firm

The CompTIA Security Trustmark+ is a vendor-neutral, business-level credential, designed to qualify and differentiate organizations that provide exceptional data and network protection services. This designation identifies IT services companies that demonstrate a commitment to industry-recognized security standards and adhere to prescribed compliance measures.

Xact IT Solutions is consistently recognized as TOP MSSP in the world

The "Top 250 MSSPs" is an annual list compiled by MSSP Alert to recognize and highlight the top 250 managed security services providers in the industry. Being recognized as a top 250 MSSP means that Xact IT Solutions has demonstrated excellence and leadership in providing managed security services.

WE'RE HERE FOR THOSE WHO WANT MORE

Unlike many Managed Services Providers (MSPs) in the IT industry, Xact IT believes things like fast response times, reduced downtime, and malware-free networks should be standard practices. These benefits should be expected of any reputable IT firm, not touted as unique. Here at Xact IT, we hold ourselves to a higher standard of service.

Choose Xact IT if you want more for your business than just someone to call when something goes wrong. Choose us if you want a guide to help you understand how technology can impact your business. Choose us if you want technology that drives profits up, reduces risk, improves employee productivity, and increases customer satisfaction. Don't sit around and wait for IT problems, contact us today for IT solutions.

WE ARE DEFENDERS OF BUSINESS

Our mission is simple yet profound – to defend businesses from the growing threats of cyber-attacks. With the rising tide of cyber threats, our commitment is to stand as vigilant guardians, providing robust cybersecurity solutions that go beyond compliance. We don't just respond to threats; we proactively defend your business.

WHAT DO OTHER LEADERS IN THE GREATER PHILADELPHIA AREA SAY?

> Xact Cybersecurity & I.T. helped us navigate a complex e-mail migration after our previous service provider, Rackspace, suffered a ransomware attack. They were professional, efficient, and ensured a seamless transition with minimal disruption to our business operations. We felt well-informed and confident throughout the entire process. Their service was exceptional, and I would recommend Xact Cybersecurity & I.T. to anyone seeking robust and reliable e-mail and security solutions. **Mike DeBowes**

Always excellent service , prompt attention to critical matters to keep us working smoothly.

Sandra Sciacca

Absolutely the best IT services in South Jersey. One thing I never have to worry about? My tech. Recommend without reservation.

Jeff Kerstetter

The team at Xact IT Solutions responds quickly and completes requests efficiently. We are very happy with Xact It as our technology partner.

Kristi Howell

Xact IT is always responsive and is able to solve my IT issues quickly. So happy to have them on our team. Thank you!

Caitlin Jaksha

IT staff had technical expertise. Was very helpful and resolved my IT issue efficiently and effectively....

David Blahnik

Bryan and the entire Xact-IT Solutions team are awesome! We have been working with them for over 10 years. They are extremely responsive to our staff of over 40 employees and are always available to help when needed. They handle all of our many software needs and help with the purchasing of our computers, printers, etc. I never have to worry that we have the right equipment and/or software needed for our business - they take the worry away. I absolutely recommend Bryan and the team at Xact-It Solutions for all of your IT needs! **Dee Schmidt**

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WANT TO DETERMINE IF OUTSOURCING IS RIGHT FOR YOU?
OUR FREE DIAGNOSTIC CONSULTATION WILL GIVE YOU THE ANSWER.

If you want to see how outsourced I.T. would benefit your organization, we've reserved initial telephone appointment times with our most senior leadership team to evaluate your specific situation and recommend the approach that would work best based on your specific needs, budget and goals.

We work with you and/or your I.T. lead to determine areas that are lacking to unearth potential problems such as 1) inadequate or outdated cyber security protocols and protections, 2) insufficient backups, 3) unknown compliance violations, 4) workloads that can be automated and streamlined for cost savings and more efficiency, and 5) insufficient (or no) documentation of I.T. systems and assets.

These are just a few of the most frequently discovered problems we find that virtually everyone denies could exist in their organization.

We can also answer questions you might have, such as:

- ***Is my I.T. person or team 100% utilized, efficient and as productive as they should be?*** We have professional tools that will give you visibility into their activities and allow you to track time against work, as well as how efficiently they are performing their job, what activities they are spending the most time on and whether or not they are maxed out, based on tangible data.
- Do you have sufficient redundancy and documented systems and processes in your I.T. department to avoid a single point of failure?
- Are you overspending and not getting your money's worth in any aspect of I.T.?
- Are you TRULY prepared and protected against a ransomware attack or other cyber security breach? Could you recover quickly? Are you meeting compliance regulations?

The previous is NOT designed to make your employees look bad if you have internal I.T.; as we all know, fresh eyes see new things. They also are very unlikely to have the software tools we can provide that would give them insights and help them be FAR more effective for you.

If you are currently outsourcing some (or all) of your I.T., this diagnostic consultation will reveal where you are being underserved or overcharged. All of this will be discussed during this consultation.

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TO REQUEST YOUR FREE CONSULTATION:

🌐 Go online to **www.xitx.com/call**

📞 Call us directly at **856-677-5288**

✉️ Email us at **marketing@xitx.com**

We look forward to working with you and your team.

Xact **IT** Solutions
Defenders of Business™