

MANAGED SERVICES FOR THE SMALL AND MEDIUM-SIZED BUSINESS (SMB)

Assessing business value.

OVERVIEW

Many SMBs have aggressively pursued technology as a means of competitive differentiation. In the process, organizations have often established IT departments and invested substantial resources to build solutions from the ground up. Managing the commoditized underlying infrastructure supporting these services is costly and has now become a burden, draining vital resources from strategic planning and delivery. Gartner estimates that “70% of IT support for infrastructure services can be performed from a remote location”¹ and that “remote infrastructure management services can reduce labor costs by 10% to 50%, depending on the delivery location, resulting in a 3% to 30% overall net savings, excluding one-time transition charges.”¹ Savvy business and technology leaders looking to cut costs—while improving the stability, control, and transparency of their IT infrastructure—are turning to Lewan’s managed services as a solution.

Today’s managed services cover a wide spectrum—from end-user support and help desk to Cloud and infrastructure monitoring and management. Whether you want to augment your existing IT staff, or partner with Lewan for 100% of your technology needs, you’ll want to consider your managed services options closely. Lewan has extensive expertise in providing cost-effective managed services that provide business value. We can help you to evaluate your requirements, ensure that you have a viable service level agreement (SLA), and provide the mix of services, support, and monitoring you need. With Lewan, managed services can play a transformational role—shifting business processes to create a more efficient and effective organization.

Defining Managed Services

Managed services is the proactive management of an IT asset or object by a third party, typically known as a managed service provider (MSP), on behalf of a customer. The operative distinction that sets a MSP apart is the proactive delivery of their service(s), as compared to reactive IT services, which have been around for decades.

MANAGED SERVICES BENEFITS

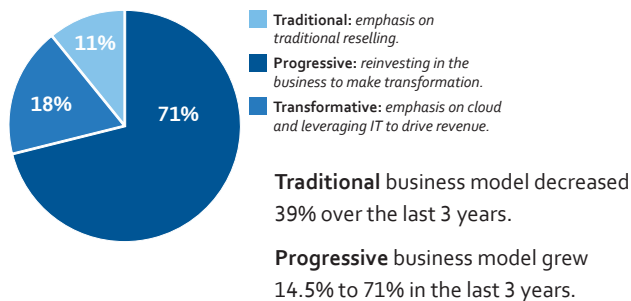
In a rapidly changing technology landscape, managed services can help you remain agile, control costs, quickly respond to competitive opportunities, and align IT with evolving business objectives. Here are a few of the ways Lewan’s managed services portfolio can impact your goals and your bottom line.

- **Total cost predictability.** A single monthly fee gets you a complete IT solution with a lower total cost of ownership (TCO).
- **System reliability and performance.** Reduce downtime impact and duration.
- **24/7 monitoring.** Prevent issues with proactive event identification, verification, tracking, and notification to ensure infrastructure uptime and reliability.
- **Risk avoidance.** Improved security, along with preventive maintenance, minimizes the risk of intrusion, data theft, and lost productivity.
- **Increased manageability.** An all-inclusive solution to manage devices, networks, users, desktops, security, and data.

CONTROL COSTS

Managed services allow you to move CapEx IT costs over to OpEx. Because you pay for what you need month by month, you have the flexibility to scale down or scale up as your business adapts to market fluctuations. Based on long-standing experience and vendor relationships, Lewan can provide an up-front, holistic analysis of your organization—so that you'll know exactly what you are getting and what it will cost. Pricing models will be based on your services model. For instance, you can choose a scalable, monthly rate using your existing infrastructure, or rent hardware and applications from Lewan. Compare this to owning and managing depreciating hardware, or delaying refresh cycles on client devices, data servers, and storage—and you can see where some of the cost savings can be realized.

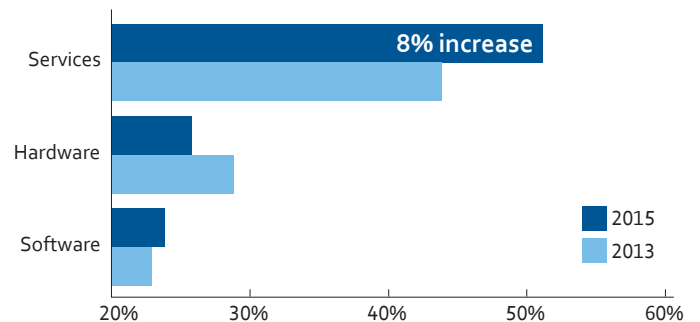
Managed services are supporting business growth.²



INCREASE AGILITY

Managed services allow you to integrate competitive services and solutions such as cloud into your business models, without a time- and cost-intensive up-front investment. Lewan can ensure you get the benefit of virtualization, automation, and orchestration—for instance, streamlining delivery of operating systems and applications to your workforce, and increasing data security and storage. Agility is also enabled through a host of services that keep your organization up, running, responsive, and secure. These include improving risk mitigation, assuring business continuity, minimizing downtime, securing the integrity of customer data, reducing turnaround time to fix incidents, and providing 24/7 support and infrastructure management.

Small and medium-sized businesses are allocating technology budgets to invest in managed services.²



Value and Peace of Mind

Lewan can bring you cost reduction, risk mitigation, competitive differentiation, increased efficiency and effectiveness, and help you grow revenue. Our managed services experts are prepared to work with you to develop a customized portfolio of services for your organization.

We reduce the business impact of IT failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All-inclusive technology support and management for a fixed monthly price—it's that simple.

Utilize Best-of-Breed Technology

Lewan will select the configuration of hardware and software to fit your needs. Infrastructures based on industry-leading technology provide a scalable, reliable, secure foundation for a wide range of compute, network, and storage needs.

Talk to us about the potential for your organization.

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1. Gartner, Inc., Cost Cutting in 2008 Using Remote Infrastructure Service Providers, by Richard T. Matlus and William Maurer, 14 March 2008, ID Number G00155500
2. Studies from UBM Tech (2013): <http://tech.ubm.com/>