



Are you ready for managed services?
16 questions you can ask yourself and
4 key areas in which switching to managed
services will help your business

Do you need managed services for your business?

Any business operating today is linked to its technology in a manner that was unheard of only a few short years ago. Most companies simply could not operate without computers to automate work processes, email for communication, and the web's benefits for networking and collaboration. Without these tools, before long, you would be left behind by competitors.



Furthermore, constant advancements in this essential technology mean that it is continually evolving. Even small businesses with one or two employees may use several PCs, a variety of software applications, and mobile devices. Managing all of this becomes more difficult the more employees you have, as does staying up with the latest advancements in software and hardware that may have an impact on your industry.

If you manage a small or medium-sized business, IT is probably the foundation of your operation, but trying to manage it all on your own is a demanding and complicated task that takes away from the time you could be spending with your clients and employees, or investing in expanding your company.

What are the Options?

So what then are your choices? One solution would be to establish an internal IT team within your business, but budgets are tight in most small and medium-sized businesses, and hiring troubleshooters on staff comes at a hefty cost.

Some businesses depend on an IT specialist to step in and make repairs when something goes wrong, but since they depend on you for future work, it's possible that they won't take the initiative to make sure things stay fixed. Meanwhile the downtime while repairs are being completed will cost you money.

This is where a Managed Service Provider, or MSP, can help.



A Managed Service Provider, such as Citadel Technology, can offer services and solutions to optimise and streamline your business's IT infrastructure. In addition to this, for a fixed monthly charge, they can actively monitor your systems around-the-clock to prevent issues and keep your business running smoothly.

Whether you need an MSP completely depends on your business's size, needs and plans for future growth. To help you understand whether your company would benefit from the services of a managed service provider, we've put together this guide to help you identify what we believe are the 4 key areas in which an MSP would help your business. These are:

1. Infrastructure 2. Support 3. Budget 4. Knowledge



1. Infrastructure

Is your IT infrastructure outdated?

SMBs frequently find themselves unable to keep up with the rapid evolution and development of hardware and software, or worse, held back by the expensive cost of updates. Because of our strong relationships with vendors and industry experts, Citadel Technology enables you to take advantage of the newest IT solutions without going over budget.

Would you like your IT infrastructure to be more flexible and scalable?

Working with Citadel gives you access to scalable technology that expands with your company to meet your needs for processing power, bandwidth, software licencing, and storage space. We can scale up or down at a moments notice, meaning you always have the right capacity for your business.

Would you like a centralised network?

A centralised network, where all of your servers, data, and applications are handled in our high-availability, UK-based data centres, is another thing Citadel Technology can offer. Your employees will be able to access company apps, backups, and files from a single location with ease if you have a centralised network.

Do you lack mobility?

A single integrated connection benefits large businesses by enabling mobility and cost savings on their IT infrastructure. Additionally, this enables workers to operate remotely or from home without sacrificing their access to all the voice and data apps required for their job roles. We can enable your employees to have access to everything they would do in the office via our hosted desktop and VoIP solutions.

2. Support

Are you spending too much time dealing with IT issues?

Citadel promises to address IT issues fast and without interfering with your business operations. In addition, if an on-site repair is necessary, we will send a specialist to your office the same day, if not sooner, to provide you with help where and when you need it so you can resume operating your business.

Do you experience a lot of downtime?

Maximum uptime is ensured by Citadel's managed IT services. We monitor technological issues and start fixing them faster and more effectively than any internal IT staff. In order to maximise uptime and productivity, our team of skilled experts will be able to identify issues early and take action to fix them. They will also proactively monitor your IT infrastructure around-the-clock.

Do you have a disaster recovery plan in place?

The reality is that catastrophes, whether natural or man-made, can strike at any time, and frequently cause businesses to incur significant downtime costs and suffer catastrophic data loss. We develop a strategy to safeguard your company's data and important files using a combination of encryption, security protection, and off-site data backup since we are aware of the devastating effects that a data breach or other calamity can have on a small business.

Do you have the resources to manage a new technology environment?

Moving to a new technology environment can be daunting. Citadel can assist you at every stage of the process, from solution creation to implementation, upkeep, and monitoring. For example if you're trying to go to the cloud but are unsure about which cloud solution is best for your company and lack the resources or time to make those selections, we can help.

3. Budget

Do you lack capacity-planning information?

The tools that Citadel offers enable you to continuously check the functionality and capacity of your file system, database, network bandwidth, and other resources. In order to make better judgements about future IT capacity and performance requirements, you can use the real-time data that you have access to analyse performance or capacity trends related to a particular database or device.

Do you have a clear roadmap on how to tackle future IT challenges?

Many IT projects start out with clear goals and yet end up not meeting deadlines and going over budget. This is mainly caused by a lack of a clear project roadmap. Citadel's consultants can help guide you in terms of what you need in order to meet your business objectives, and can make sure that you tackle current and future IT obstacles with ease.

Do you want comprehensive reporting and analytics?

By choosing Citadel as your technology supplier, you'll get comprehensive reporting and insights on the performance problems facing your business as well as visibility into what's happening on your network. This will tell you where the majority of the problems are coming from and that they have been fixed, which is important information for planning how to allocate your budget going forward.

Do you want to better budget for your IT expenses?

Predictable budgeting is a key part of a Citadel Technology solution. In contrast to break-fix professionals that bill by the hour and don't provide full IT services, we have a single, reasonable fee for all the technical assistance you require. To put it another way, we proactively resolve issues to minimise downtime and unforeseen maintenance expenses.

4. Knowledge

Do you find it difficult to learn about and implement new technologies?

With Citadel you have a provider who will understand your demands and goals and create a plan specifically to satisfy them. By doing this, we help you avoid the costly mistake of spending money on technological solutions that don't yield a high enough return on investment. By knowing that you have the resources necessary to succeed, you can concentrate on your current business objectives and set long-term goals with confidence.

Do you need access to specialist IT expertise?

One of the best aspects of Managed Services is having access to a plethora of technological knowledge. Through Citadel Technology you get access to a group of experts in a variety of IT domains. Our professionals will ensure that your IT is operating at its best and free you from tech worries. They will leverage current technology to effectively support your business goals while offering IT consulting services, providing insights and guidance in plain English anytime you need it.

Do you have a clear understanding of your technology infrastructure?

Due to time and budget constraints, it is very difficult for you to obtain a thorough overview of your whole IT infrastructure without the assistance of qualified professionals. You can count on Citadel Technology to continuously monitor anything that could endanger your IT environment. In order to offer you with a full view of your systems, we will also assist in conducting thorough IT evaluations.

Do you want peace of mind?

With Citadel, you can always count on a committed team of tech specialists to help you with any IT-related problem you may have. Our professionals will handle everything, whether it's a cloud migration, security issue, or maintenance task, giving you one less thing to worry about.

Do you need managed services for your business?

- Is your IT infrastructure outdated?
- Would you like your IT infrastructure to be more flexible and scalable?
- Would you like a centralised network?
- Do you lack mobility?
- Are you spending too much time dealing with IT issues?
- Do you experience a lot of downtime?
- Do you have a disaster recovery plan in place?
- Do you have the resources to manage a new technology environment?
- Do you lack capacity-planning information?
- Do you have a clear roadmap on how to tackle future IT challenges?
- Do you want comprehensive reporting and analytics?
- Do you want to better budget for your IT expenses?
- Do you find it difficult to learn about and implement new technologies?
- Do you need access to specialist IT expertise?
- Do you have a clear understanding of your technology infrastructure?
- Do you want peace of mind?

If the answer to any of these questions is yes, we can help.

Give us a call today.