

# Managed & Professional Services.

As businesses become increasingly reliant on digital technology, intelligent network infrastructure and security in all aspects of their operations, it's become essential to adopt the latest increasingly complex applications and mobile technologies to stay ahead.



> With IT-related spending requirements snowballing, many firms lack the IT budget, technology expertise, and human capital to maintain the break-neck momentum, fuelling the need for managed and professional services.

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Using pay as you go managed services is a smart business move for any company wanting to avoid the capital investment required to build and maintain your technology infrastructure and capability.

Joining forces with a managed services provider extends your team with the exact expertise you need at a flat monthly rate, helping you unlock the full potential of the technology as well as keeping it running optimally. By using managed services, you not only fill skills gaps as needed, you also free up your employees to focus on the jobs they were hired to do.

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#### Need to be convinced?

Read on to see how adopting managed or professional services will give your company a serious edge for:

- **Shoring up competitive advantage**
- **Capitalising on new technology deployments**
- **Freeing IT resources to focus on business goals**





# > Shoring up competitive advantage

In our digital world, businesses have become wholly reliant on digital technology and modern intelligent network infrastructures as essential components of competitive advantage.

Not surprisingly, with companies tapping into an ever-expanding portfolio of complex applications and mobile technologies, IT-related spending has snowballed. This includes significant increases in IT staff-related costs. However, the combination of mobile technology dependency coupled with increasing complexity and cost is driving many companies to adopt managed services to keep things running like clockwork.

Using managed services is a smart business move for any business wanting to avoid the capital investment required to build and maintain their technology infrastructure and capability.

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## > How managed services benefits a business

By co-sourcing your network infrastructure, mobile devices, software and technical support services, you ensure your networks and mobile devices are continuously maintained and optimised, helping:

- Keep things operating to agreed standards, managing costs with all hardware and system updates performed by the service provider for a set monthly fee
- Heighten security
- Minimise downtime with network resources and critical data stored on an off-site cloud server
- Enable 24x7 support
- Eliminate downtime, with useful tools and features that reduce support time and prevent network and mobile device issues

By using managed services to keep your network and mobile devices operating at optimal levels, you free up valuable IT resources to focus on projects that add more strategic value.

Providers like Qolcom deliver comprehensive knowledge and experience – meaning you get access to a pool of experts knowledgeable in your supported applications. This translates into always having the most current skill sets available to you and your business which in turn reduces training and upskilling costs associated with an in-house, traditional IT support model.

## Saving time and reducing operational overhead

By partnering with a service provider like Qolcom to optimise and manage your Digital Workplace, Intelligent Network Infrastructure or Security, a managed services model helps a business:

- Gain access to highly trained and certified resources providing greater technical expertise and industry vertical experience to manage increasingly complex systems
- Minimise the cost of internal IT support and free internal resources to focus on core business operations
- Adopt new technology to innovate and drive future growth, thanks to expert guidance and support
- Lower risk – with service-level agreements keeping downtime and productivity risks to a minimum, while heightening data compliance and mitigating corporate data breaches
- Reduce TCO, with predictable monthly costs, rather than month-to-month fluctuations driven by demand
- Segregate resources, with internal staff able to work on strategic company projects, rather than reactive infrastructure and telecom management and deployment tasks

Other value-added benefits of using managed services include;

- Centralised management, reporting, and analytics, with regular updates on how your organisation is performing across all supported functions
- Controlled responses to cyberattacks or other emergencies
- Enhanced compliance and security

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# > Capitalise on new technology deployments

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With the rapid advancement and availability of modern technologies tailor-made for mid-size businesses, accelerating digital transformation has become a top-line priority for many organisations. Couple this with more people than ever working from home (not just your employees but your customers too) and there's an urgent need for implementing advanced technologies and making it all work at optimum levels.

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Whether it's a migration or new implementation, mid-size businesses understand deep investments in hardware, software, internet, and broadband infrastructure are all vital for competitive advantage. But with so many possible solutions, many are left wondering which is the right path for their firm.

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## > Complementing in-house capabilities

Elsewhere, as a result of the seemingly overnight shift to supporting working-from-home arrangements in response to COVID-19, many businesses are now needing expert help. Some companies need help unravelling the short-cuts they made in a hurry last year to keep their operations running with their employees working from home. Other businesses need help to optimise their infrastructure to support new business models that have come out of the shift during the pandemic.

What's more, for many companies with limited in-house capabilities, the speed of new technology arrivals has left them lacking expertise and professional accreditations in the technologies, meaning they can't maximise value from the technology implementation.

Of course, whenever a significant IT systems investment is planned, you need to consider how you are going to successfully deploy, operate, and maintain it. Everything just needs to work without hassle so you can focus on other strategic priorities.

## Actioning IT priorities

To capitalise on new technology deployments means getting it right from the beginning which you can do with professional services help. By joining forces with a professional services provider, you can ensure your project is delivering the best possible results, as soon as possible whether it's optimising enterprise mobility management, unified communications, heightening mobile data security, or creating agility through 5G and SD-WAN deployments.

## How Qolcom's professional services help mid-size companies

Qolcom offers innovative professional services and consulting across business solutions for Digital Workplace, Intelligent Infrastructure and Security, all backed by our local support team.

Tapping Qolcom professional services gets you a deployment strategy to maximise success, which in turn leads to faster ROI and SLAs to ensure optimal implementation. And as an HPE Aruba platinum partner, Qolcom takes the lead in understanding and applying new products and technologies to resolve business challenges.

Supporting Global businesses for more than 15 years, we have first hand experience implementing hundreds of projects across a broad range of applications. This gives us vital intelligence on what has worked for others and allows our team of project managers to confidently guide a project to success. We can also help you ready your business for change with flexible adaptive connectivity, allowing you to dial the services up or down, depending on your needs.

Our team works hand-in-hand with yours to understand specific business needs and align them to your strategy. We take care of vendor relationships and carriage providers and sort out requests and time-consuming paperwork. This minimises your workload and mitigates delays brought about through incorrect ordering or not knowing how specific products best fit in your environment.

Smoothing the way to maximising the value of ICT deployments, our broad range of professional services include:

- Project management
- System and services audits
- Digital Workplace, Network, Security solutions consulting
- Managed services for Digital Workplace, Networking and Security
- Support for a range of our partners' products – HPE Aruba, Ivanti, Cradlepoint.

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# > Free IT resources to focus on business goals

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These days, businesses depend on high-speed, reliable, and secure data networks to power their daily operations. It's not over-stating the point to say your data network's up-time and speed is key to ensuring your organisation's performance.

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Yet, managing critical data network infrastructure isn't quite as straightforward as it used to be and comes with complexity and risk and managing an IT department internally is a significant business expense. For many businesses, legacy unmanaged networks and technologies hinder business innovation.

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## Maintaining reliable and secure networks

It's easy to under-estimate the challenges of keeping up to date with constant changes in technology or averting a security breach. And it's not simply purchasing the right hardware and managing system upgrades, but the whole process of attracting, hiring, retaining, and managing an IT team. For these reasons, many growing businesses are switching to managed networks.

## Heightening efficiency and reducing costs

Helping businesses shore up security, reduce costs, and improve efficiency, managed data networks are created and managed by an external service provider. With a managed network, businesses outsource their essential infrastructure, software and technical support services to ensure their networks are continuously maintained and optimised to operate as they were designed. This delivers a range of benefits to the business including;

- Enhanced security
- Minimised downtime with network resources and critical data stored on an off site cloud server
- Managed costs – with all hardware and system updates performed by the service provider for a set monthly fee
- 24x7 support for users
- Useful tools and features that reduce support time, prevent network issues, and eliminate downtime for business operations

But the most significant benefit cited by most organisations with managed networks is the freeing up of IT resources.

## Maximising the use of IT resources

If your internal IT team doesn't have the time or focus on projects that push your business forward, using managed network services will help. Rather than having your IT team swamped with helping users perform routine tasks or dealing with equipment malfunctions, having a managed network frees up valuable IT resources to focus on critical business goals.

## Pre-empting failures

Rather than rushing to call in infrastructure specialists and other expensive resources after a disaster occurs, managed network services allows you to take a preventative approach, monitoring your systems for problems and resolving issues before they become serious problems. Using continuous monitoring services reduce support time and prevent network downtime. The cost savings associated with this approach are one of the top reasons to use managed services.

Businesses operating without managed network services tend to suffer from unreliable and sluggish network performance and are generally more susceptible to security breaches.

## Whole-of-business managed services

Unlike other managed network providers, Qolcom offers whole of business managed services capability, providing managed services across your communications infrastructure, including:

- digital workplace
- data networks, and
- mobile devices

We manage network technology deployment, provision mobile technology, and set up IoT solutions, and run managed services over the top using advanced monitoring tools to optimise network performance.

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Qolcom offers managed and professional services for whole-of-business communication technology needs including location services, mobile device management, wired/wi-fi networking, security and SD-WAN.

Working with a service provider like Qolcom will help you manage the network, giving you expertise and technology depth without adding to your headcount.

> Learn more about how Qolcom managed services can help your business thrive.

