IMPROVING IT PERFORMANCE with RMM

Remote Monitoring & Maintenance (RMM) provides organizations with the ability to leverage a third party to manage your desktop, POS, network, and server infrastructure.

RMM can take the administrative, operational, day-to-day maintenance and break-fix responsibilities off your plate, freeing up your team to focus on priority projects which facilitate and enable success.

Who? What? When? Where? Why? How?

MARKET INSIGHTS & CHALLENGES

BUSINESS IMPROVEMENTS

RMM BENEFITS

TOOLS & BEST PRACTICES

MARKET INSIGHTS

MANAGED SERVICES USA MARKET
Currently **$51 Billion**, Rising **~12% annually** [1]

SPENDING FORECAST
By 2019 reaching **$193 billion**, or ~20% of IT spending.

90%
MANAGED SERVICES USA RMM USAGE
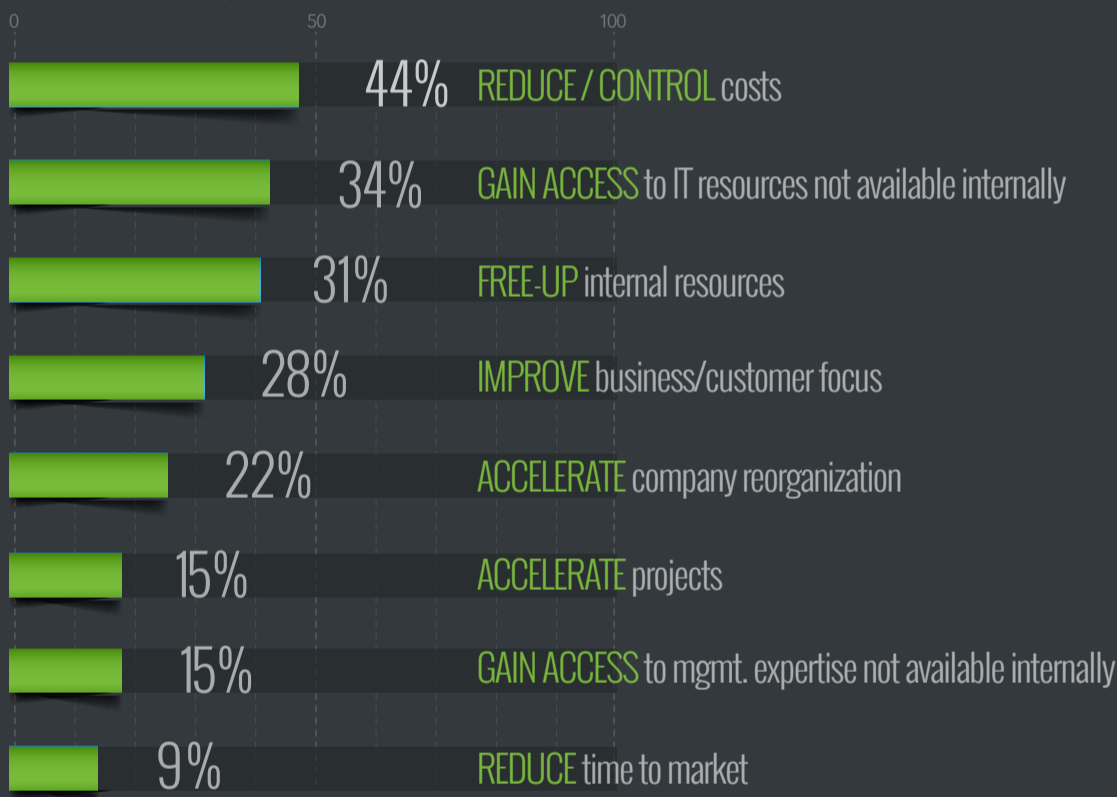**90% of all N. American companies** are now using RMM in some form. [2]

POTENTIAL SAVINGS
~25% Cost Reduction: Potential annual IT savings may be realized. [3]

STOP
OBSTACLES AND CHALLENGES
73% of IT leaders cite operational objectives as biggest challenges. [4]

WHY USE RMM? [7]

44%	REDUCE / CONTROL costs
34%	GAIN ACCESS to IT resources not available internally
31%	FREE-UP internal resources
28%	IMPROVE business/customer focus
22%	ACCELERATE company reorganization
15%	ACCELERATE projects
15%	GAIN ACCESS to mgmt. expertise not available internally
9%	REDUCE time to market

❗ More than 70% of IT budgets are spent on operations and maintenance. [5]

❗ Average downtime costs vary considerably across industries, from approx. $90,000 per year in media to $1.1 million in retail. [6]

WHAT'S IN IT FOR ME?

Reduce Costs by Implementing RMM
- **13%** reduced IT expenditures by **>50%**
- **33%** reduced IT expenditures by **>25%**
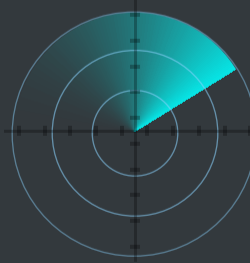- **50%** reduced IT expenditures by **25%**

Save Time & Increase Employee Efficiency
Almost 30% of an IT worker's day is spent on non-urgent matters. [8]

Using an RMM solution can help a company increase efficiency.

Proactive Maintenance & Early Detection
90% of IT managers lack confidence in their companies' ability to detect and resolve problems.

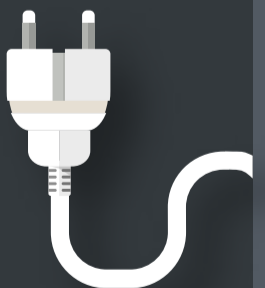RMM creates peace of mind by 24 X 7 X 365 support by global experts in applications and technology.

Gain Valuable Business Insights
CGS helped to decrease server issues by 34% in 3 months.

The client was armed with the key insights needed to identify areas that needed improvement which avoided costly downtime.

Minimize Business Disruptions
IT Downtime costs $26.5 billion in lost revenue.

RMM is allowing IT teams to focus on what is most important and decreasing unnecessary downtime.

SOURCES:
[1] Splice.com [2] Itconnectedexpand.com [3] IBelnis.com [4] IVisual.ly [5] ICloudtweaks.com [6] IEvolven.com [7] IEG managed services [8] 2 Study: The Avoidable Cost of Downtime", Phase 2, CA Technologies, Coleman