

ENHANCE ENTERPRISE PERFORMANCE WITH RMM

INNOVATION VS. MAINTENANCE

Given a choice, there are few CIOs who wouldn't prefer spending their hard-won budget dollars on innovative new technologies and their time on developing growth-oriented strategies. But according to Network World's 2014 State of the Network study, IT departments spend more than 70 percent of their budgets and huge amounts of time on routine maintenance and support. Those are critical functions, of course; downtime, security breaches, and network slowdowns can cause lasting damage to a business. But handling those routine chores doesn't leave a lot of room for innovation or strategic enhancements that can add value to the company as a whole.

The routine maintenance trap affects firms of all sizes, but is particularly severe for businesses below the enterprise level. Small and medium-sized companies have many of the same requirements as large corporations, just not on the same scale. Without as deep a well of resources to draw on, IT staffs are typically focused on keeping the lights on; an increasingly difficult task in an increasingly competitive market. Meanwhile, value added work like analytics and business intelligence are a luxury they generally can't afford, leaving them to play perpetual catch-up.

Remote monitoring and maintenance, or RMM for short, aims to settle this conundrum that plagues many companies. An RMM solution can act as an extension of your

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IT team, providing services such as 24-hour network monitoring, an always-staffed help desk, and preventative maintenance. With the basics handled by off-site experts, the in-house team can focus on creating value-added projects and growing the business.

DOWNTIME IS EXPENSIVE

A conservative estimate from Gartner pegs the average hourly cost of downtime for computer networks at \$42,000; so a company that suffers from 87 hours of downtime a year (the average, according to Gartner) can lose nearly \$3 million in 12 months.



LOSS OF ECOMMERCE CAPABILITIES COULD COST AS MUCH AS \$60,000 AN HOUR, WHILE DOWNTIME FOR MESSAGING DELIVERS A MUCH SMALLER HIT - APPROXIMATELY \$12,000 AN HOUR.

The actual cost of downtime varies considerably across industries and within companies depending upon which network function is affected. Loss of ecommerce capabilities, for example, could cost as much as \$60,000 an hour, while downtime for messaging delivers a much smaller hit – approximately \$12,000 an hour, according to a study by



Alinean, a provider of B2B tools and information. Not all the costs of network outages, slowdowns, and security breaches, are easy to quantify. The loss of customer trust, the exposure to expensive litigation, and the possibility of falling out of compliance with complex sets of regulations like HIPAA and PCI are events that keep IT executives up at night.

It would be convenient if those events only occurred during normal business hours, but that's not the case, of course. Network events can happen any time and many companies can't bear the cost of round-the-clock support.



EXTEND YOUR IT TEAM

IT departments are no longer service organizations whose responsibilities rarely extend beyond the routine business of keeping the company's network secure and operational. The most competitive companies expect IT to become more closely aligned than ever with the

goals of the entire enterprise. That means utilizing the latest technologies and developing strategies that make the company nimble and competitive.

A TYPICAL RMM INTEGRATION WILL PROVIDE **REMOTE MANAGEMENT TOOLS TO MONITOR DESKTOPS, SERVERS AND NETWORKS.**

Consider the value locked in your company's data. Monetizing it means deploying the latest analytics and data mining tools. Wouldn't it make sense to free the best people in your IT department to work on that sort of project?

An RMM partnership, where a team of reliable, certified experts can bear the burden of day-to-day maintenance, can do it 24x7x365.

As with many ventures in the IT realm, the concept of RMM is simple, but the execution is more complex. RMM solutions are not simply off the shelf products. One size does not fit all, and an effective partner will craft a solution tailored to the specific needs of that business, says Frank Bianchi, Vice President for Technology Outsourcing at CGS.

A typical RMM integration will provide remote management tools to monitor desktops, servers, and networks. The engineers responsible for remote monitoring will also provide troubleshooting, network project support,

help desk services, backup monitoring configuration and testing, and daily administration. Among the devices and services that are typically monitored are email, critical software applications, routers, firewalls and networks and servers. Each of these time-consuming tasks, typically relegated to full-time employees in the IT department, are offloaded at a net savings to the company. And as the benefits of RMM build over time, its offerings can add even greater value, addressing trends and providing predictive analytics and expert insight into the operation of the company.

DOWN WITH DOWNTIME: REDIRECTING RESOURCES WITH RMM

An expert RMM vendor has a holistic view of your network needs, and can develop a plan to update your infrastructure and scale it to meet future needs in the most economical way possible. As a result, customers are happier, your company becomes more competitive, and operating expenses are reduced.



Consider the cost structure of a \$50 million company with 70 or 80 employees. If it has an IT team of three full timers, the total labor costs including benefits is about \$250,000 a year. Even if that three-member team is top-notch, they can't simply provide round-the-clock service every day of the year, and it's unlikely that they can (even collectively) cover all the desirable skillsets and certifications that your company needs to achieve optimal efficiency. But an RMM provider can deliver round-the-clock service, and deliver it for a lot less.

RMM doesn't rely on emails or phone calls from upset customers to notify IT of an incident before they can begin to repair it; it provides instant, automated alerts to reduce response time to a bare minimum. And depending on its needs, a small to medium size business could contract with an RMM provider at 30%-40% savings, says Bianchi.

SHIFTING IT TO NEW GOALS

A 2014 survey by Network World found that IT executives are devoting an average of 72 percent of their IT budget to maintaining existing infrastructure and just 28 percent to deploying new technologies. They expect the balance to shift noticeably over the next few years, with maintenance accounting for just 65 percent of operating expenses. RMM is a key enabler of that shift.

CGS has more than 30 years experience in delivering RMM solutions. As part of its Technology Outsourcing organization, it has the capacity to monitor and manage infrastructure 24 hours a day, 365 days a year, with the support of a global team of certified engineers with proven tools. But it's not all about off-loading the work, according to Bianchi. It's about amplifying your capabilities and your opportunities.

“OUR CUSTOMERS DO NOT LOSE CONTROL. WE WORK FOR THE CUSTOMER AS AN EXTENSION OF THEIR TEAM AND WE PROVIDE CUSTOMIZED OFFERINGS KEYED TO THEIR SPECIFIC NEEDS.”

FRANK BIANCHI

Vice President for Technology Outsourcing
CGS

An RMM package from CGS will help your company trim operating costs while reducing risk associated with downtime, security, availability, and performance. And by leveraging a suite of advanced monitoring and analytics tools, it can provide executives with actionable insight into their network. These capabilities are geared around an empowered enterprise, enabling it to gain a firmer grip on its future while optimizing its performance today.