



Understanding Managed IT Support Services



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When technology is working at its best, you're able to knock out projects faster, cultivate a collaborative environment, generate innovative ideas, and ultimately take your business to new heights. Technology is a wonderful asset when working properly, but even the smallest of IT glitches and technical problems can lend itself to great consequences. That's why choosing a Managed Service Provider (MSP) to deliver unlimited and proactive IT support is critical to your success.

Imagine what would happen if all of your employees suddenly lost Internet connection, or if a virus crept into your system and corrupted your business-

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sensitive files. In the unpredictable realm of technology, anything can happen – and you must be prepared to overcome these potential challenges. By delegating your business technology to an expert MSP like NCGIT, you take the IT burden off your shoulders and onto ours. We are masters in all things tech, and we have a vast amount of experience to know what your infrastructure needs to run at its prime.

Your IT assets are invaluable to running your business operations, so you need to rely on IT experts who know everything about the industry. Here at NCGIT, we have in-depth knowledge and skills to give you complete IT support and prevent problems from affecting your efficiency. You can always count on us to get the job done right.

Reactive vs. Proactive IT Support

With the break-fix model of IT support, you only get help after you've hit a road bump. This means you're already losing precious time that could be spent on finishing up your work. Wasted time equates to diminished productivity and lost revenue – outcomes that aren't good for any business!

With proactive IT support, you're able to conduct business without interruptions. When our team of professionals proactively monitor your network, we're able to detect, prevent, and correct problems before they have a chance to hurt you.



Unlike reactive IT support – which does the bare minimum to keep your equipment alive – our managed IT support services guarantee to maximize your assets to the fullest, so you can experience greater uptime and a healthier network.

Just as you would go to the doctor for scheduled checkups or take your car for oil changes and regular maintenance, you should do the same with your technology infrastructure. And we're here to help with just that. Our network engineers will constantly oversee your network to reduce risk and increase operational efficiency – and you'll be able to see significant cost-savings that go directly to your bottom line.

Managed IT Support Goes Beyond Cost-Savings

Instead of billing your break-fix IT guy hourly to temporarily fix your problems,

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why not opt for predictable IT spending on an MSP who delivers consistent and unlimited IT support? Stop wasting your IT budget on the upfront costs of new hardware and software. By investing this money into our budget-friendly services, you can turn your capital expenditures into smart operating expenses.

In fact, a Computing Technology Industry Association poll of 400 IT and business professionals found that 46 percent of firms have trimmed their annual IT budgets by at least 25 percent as a result of adopting managed services, including 13 percent that have slashed annual IT expenditures by 50 percent or more.

By outsourcing your IT, you no longer have to support a full-time IT staff and be bound to high salary commitments and benefits. With managed services, you get unlimited, 24/7 IT support for a flat, monthly rate.

But the benefits of switching to managed IT services go beyond predictable spending. As your MSP, we're able to strategically align technology as your business evolves and help you achieve endless scalability.

As your MSP and technology partner, we'll always have your best interests at heart. Your success matters to us, and our mission is to help you achieve your goals with cost-efficient and optimized IT solutions. Make the switch to managed IT support services, and we'll show you just how capable your infrastructure can truly become. Contact NCGIT today for a free consultation!



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