



4 Reasons You Need a Virtual CIO

Virtual IT Support Transforms your Business

Your business's infrastructure needs regular maintenance and monitoring. You probably have an in-house team of IT experts who do a great job keeping up with tier 1 level support requests and routine technology maintenance issues. Your in-house IT professionals are usually so busy with the day to day technology needs of your organization that they don't have time to plan and think about using technology strategically in order to make your business more efficient, save money, and protect you against theft or natural disaster. Or, worse yet, maybe you don't have any kind of IT staff at all.

You can get the critical IT support and access to experts who can help you strategize and find ways to utilize technology to achieve your business goals. A successful and secure company needs to make investments in technology and infrastructure, but the price can soar. A virtual CIO, Chief Information Officer, offers the best of IT without the hefty price tag. When you utilize a virtual CIO, your business will flourish. A virtual CIO strategy is affordable and one of the most effective ways to access the expertise of a fully staffed IT team. Discover how a virtual CIO can transform your operations.

Keep reading for 4 Reasons You Need a Virtual CIO – and learn how NCGIT can help your business achieve your business goals with the effective use of technology.

3 Comprehensive Technology Analysis

6 Security & Data Protection

9 Efficient Utilization of Your IT Budget

12 Ability to Work from Anywhere, Anytime

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“We understand each business has its own demands, strengths, and operating levels.”

Comprehensive Technology Analysis

As soon as your company decides to benefit from the extensive services offered by NCGIT's virtual CIO service, the team gets to work reviewing your existing technology infrastructure and business operations. We thoroughly analyze your network to identify any risks to the security system, find areas of inefficiency, and start thinking of strategies to improve the way you use technology to do business. There is not one-size fits all model. We understand

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each business has its own demands, strengths, and operating levels. The virtual CIO's strategy can be broken down into four processes:

1. Assessing the current system and looking at efficiency
2. Security and disaster recovery measures
3. Developing a plan for your budget and your company's technology infrastructure
4. Designing the most effective efficient and affordable systems and network to align your use of technology with your business goals

When we understand how you currently use technology and the problem areas in your organization, we can get to work designing comprehensive systems that are tailored specifically for your business, make recommendations about potential changes to your current system, and diagnose and evaluate your company's complete infrastructure. We keep you involved throughout the entire process so you too can understand your technology is being designed to work hand-in-hand with your business goals. A virtual CIO offers more than help desk support –





we're going to study and make recommendations for ways to improve your current systems and processes. Our comprehensive technology analysis process creates an actual step-by-step roadmap for your business's IT solutions, which offers peace of mind, helps you reach your long term business goals, and eliminates time wasting and costly downtime from faulty equipment or poorly designed networks.

Even if you currently have an existing IT department, a virtual CIO is a natural partner to fill in any gaps and to maximize service. Many IT departments are fix-it operations. When something goes down, a glitch presents itself, or a user just cannot make things work, the IT department gets to work. A virtual CIO is an affordable option for strategic technology planning, proactive management, deployment,

and constant support. A virtual CIO works hand-in-hand with your existing IT department; it does not have to serve to eliminate internal resources. If your company does not have an existing IT department, a virtual CIO is an affordable way to fill the void and have access to the best experts in the industry, just as a large outfit does.

The systematic approach to technology provides your business with many benefits and helps it reach the overall goal—relieve the business of technical stressors so that it can focus on its core strengths and vision. If you are curious about the benefits of a virtual CIO, we gladly provide a FREE system analysis to help you better understand the process.

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A world map is shown in a light blue color, overlaid on a grid pattern. The map is centered on the Atlantic Ocean. The background of the entire slide is a light red color with a grid pattern and some faint, semi-transparent images of a globe and a server rack.

Security & Data Protection

Just because the day ends for you, it doesn't end for your IT needs. Your business technology needs around-the-clock monitoring and protection with 24/7 security monitoring, updates, and a comprehensive data backup and recovery plan. If you don't have an in-house IT department, or your current IT professionals are busy with the daily tasks – using NCGIT's virtual CIO services means your infrastructure and software are always up to date,

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always monitored so that your business doesn't experience data loss, a complete system failure, or lengthy downtime for your business.

Waiting to fix issues as they arrive is expensive and ineffective. Remedies generally focus on the immediate need instead of planning and revising the system to work for the company, not against it. Companies need an effective and comprehensive strategy for monitoring, maintenance, and protection. Proactive measures prevent disasters, identify security threats and gaps, and deploy repairs before they turn into larger, problematic concerns that cost companies money and brand integrity. Your virtual CIO completes all the necessary services behind the scenes, identifying needs and gaps, and taking steps to improve the health of the company and its infrastructure.

It is important to acknowledge no company is immune. Data loss, employee error, malicious intent, viruses, and weather events happen to all companies, but a company with an effective plan in place will prevail. If something does happen, your virtual CIO will have ensured all of your data was safe, so recovery is swift and downtime is minimized. When your business is





down, so are your profits, but a virtual CIO is a great addition to your company's continuity plan to prevent such disasters. If disaster strikes, the virtual CIO will be ready to recover while minimizing interruption to your daily operations.

How does a virtual CIO accomplish such a weighty task? Avoid downtime—seems like a bold claim, but it is true. The goal of a virtual CIO is maintenance and monitoring, not break-and-fix model. As with anything in life, maintenance and monitoring are the most important habits for disaster prevention. Small costs for maintenance and monitoring prevent large, expensive disasters and repairs in the future. The answer is the cloud. The cloud is more than a buzzword in the industry; it

is a necessity. The days of computer crashes, data loss, and lengthy backups are not necessary. Not only are the old ways of dealing (or not dealing) with these issues ineffective, using the technologies and strategies provided by your virtual CIO they are now easily and effectively dealt with. Using a virtual CIO means having eyes 24/7 on the system. As soon as the virtual team detects threats or intrusions, the virtual CIO works swiftly to prevent and remedy the issue, without affecting the integrity or daily operations of a business.

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“You and your virtual CIO will have a thorough understanding of what you have, what your company needs, and ways in which funds can be appropriated efficiently.”

Efficient Utilization of IT Budget

Your business has to watch its profit and expenses, and many times, much of what you take in is consumed by the IT, which includes hardware, software, malware, monitoring, recovery and in-house IT services. An in-house team and dedicated room for your infrastructure eats up what is left of your budget, but it does not have to be that way. In-house IT solutions are expensive. Large companies spend thousands of dollars every months on IT teams. IT lodging, payroll services, benefits,

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retirements, training and retraining, energy use, software and maintenance all eat away at a company's budget. Many small and medium-sized businesses simply do not have access to such resources and capital, but it does not mean the companies do not require the same services. Managed services offered by a virtual CIO is an affordable, reliable, and dependable solution. Managed services is a remote solution to your company's daily operations.

With ubiquitous internet access and the ability to be remotely connected to the office 24/7, a typical day in a modern office starts even before your employees arrive at the office. This means that the threat of system downtime looms not only during standard business hours, but essentially all day every day. When something goes wrong, a company without an effective IT team of virtual CIO in place has to wait, unable to work, while the device or system repairs drag on. Think about that for a moment. Productivity ceases, a portion of business operations is unable to function, and the price tag for the services spikes. The company's profit quickly diminishes every minute the company is offline. A virtual CIO helps to eliminate the costly threat.





Virtual CIO services assist you with evaluating your complete IT budget and system, helping you identify redundancy, unnecessary overheads, and areas where you can gain efficiencies. You and your virtual CIO will have a thorough understanding of what you have, what your company needs, and ways in which funds can be appropriated efficiently. Virtual CIO does not charge for individual services; it is a complete package with a single, monthly rate.

Having a virtual CIO is similar to having a CIO in the office, but everything the CIO would do in the office is done offsite. This enables the company

to keep costs low and pay only a monthly, predictable fee for the virtual CIO support and services. Issues, support, and services typically charged on an as-needed basis can quickly soar, but the flat fee for NCGIT's virtual CIO covers the common services without charging more. NCGIT's virtual CIO services do not nickel and dime the company's budget and force the business to make financial decisions that inhibit the company's growth and successes.

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“When employees are provided an effective way to work remotely, both productivity and communication increase.”

The Ability to Work from Anywhere and Anytime

NCGIT's virtual CIO services give your organization access to work remotely. Growing and profitable businesses are not confined to the four walls of office space. Work is happening on the road, in coffee shops, in home offices, and overseas. Remote services provides company employees and partners with access to company information in a variety of ways: on mobile devices, on laptops, on smartphones, and on home desktops. Remote access and connectivity means

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different things to different companies, depending on their business model and operations. The ultimate goal of remote access is increased production, communication and profit.

Many times, businesses run into expensive troubles with company devices and hardware. When a company relies solely on the same hardware supplier, software system, and IT model, without utilizing remote cloud services, the company and its employees are restricted. The company is restricted to the brand and the office walls. Remote services allows users to work on any device and from anywhere in the world. When a company has such mobility, industry reach is limitless. Compatibility is no longer a problem.

When employees are provided an effective way to work remotely, both productivity and communication increase. Employees remain connected at all times and from anywhere in the world; meetings can be held with clients at convenient locations and times, an ability consumers and vendors appreciate; and team projects won't cease just because one person is not in the office. Remote access permits users to share information, collaborate at





any time, and it enables employees to have constant, current, and reliable information about projects, data, and company inventory.

Remote access also allows a company to pick up where it left off if disaster strikes. Remote access to back-up data is essential to a business continuity plan. If a weather event or security intrusion strikes the company, business does not have to stop. A company can relocate to a temporary establishment (Starbucks anyone?) and still have access to the data and systems the company needs to continue business.

Remote access expands the world in which the business operates. Companies that accommodate virtual commuting have exclusive access to

the best and the brightest professionals in their fields. If the ideal company candidate is across the US or across the ocean, the company can hire the individual without paying for relocation costs, travel expenses and office space. The employee and company can communicate just as they would in the office. Remote access helps companies keep their current employees as well. When employees can work from home, host meetings outside the office, and meet with clients that are out of the area from the comfort of a mobile device or home computer, confidence and employee loyalty have been shown to increase.

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“The BSA partners with NCGIT to meet a range of IT challenges, both routine and strategic. To meet the evolving needs of our membership and staff, we need effective management of our network, support for frequent changes, and CIO-level assistance with project management and planning. The team is extremely professional and responsive, and our relationship with NCGIT allows us to have the service and depth of a full-time IT team at an affordable cost.”

Ann Fienman
Deputy Director,
Boston Society of Architects

“I’ve worked with the technicians at NCGIT for almost ten years. Their up-to-the-moment network and security expertise has provided the assurance and support the bank needs to manage day-to-day information security, compliance, and tactical programs.”

Holly Pouliot
Senior Vice President,
Pentucket Bank

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