



**7 Benefits of
IT Collaborative
Services (aka IT
Managed Services)
eBook**

thirdoctet

thirdoctet.com

Work. Life. Balance.

7 BENEFITS OF IT COLLABORATIVE SERVICES

How much does it cost your organization in user downtime and financially to mediate data breaches, viruses, malware, backup failures and data theft?



A Team



User Experience



Reduced Costs



Predictable Fees



Protection



Future Planning



IT Management

thirdoctet

Work. Life. Balance.

A TEAM



Instead of just the knowledge of one or a few people, you benefit from the collective experience of a team of IT professionals delivering Enterprise Class support and up to date certifications



REDUCED COSTS

A drop in operating costs can range from 10% to 25%.

IT Service Providers have relationships with software and hardware vendors so you can benefit from reduced rates for bulk hardware, software, and software licenses.



thirdoctet

Work. Life. Balance.

PROTECTION

Reduce risk, security threats and business down time with
24 x 7 x 365 response, pro-active maintenance asset
and lifecycle management.



Automated Internal and External Protection
Anti-X (Virus, Spam, Malware) Security
Patch Management
Data Backup and Replication
Policy Enforcements
Content Filtering

IT MANAGEMENT

Transition the environment to a steady state infrastructure
and manage day-to-day predictability

24 x 7 x 365 Infrastructure Monitoring

Asset and Lifecycle Management

Proactive Maintenance and Reactive Support

Capacity Planning and Optimization

IT Documentation Library

IT Expansion and Implementation

Virtual CIO



USER EXPERIENCE

Take the guesswork out of what your users require for computing. Standardize user experience with standardized Microsoft Office and security tools across the organization and for laptops for fixed costs versus reactive, fluctuating costs.

Standardized office software increases sales, administration productivity and employee moral. Onboarding of new staff is faster and more effective and cost is predictable.



24 x 7 x 365 Dedicated Service Desk
Any Device Support and Management
Any Method to Help (Call, Chat, E-Mail)

PREDICTABLE FEES

Variable spending year to year to accommodate reactive and fluctuating costs can deplete precious financial resources.



Predictable fee over term
Guaranteed response times
Service Level Agreement

thirdoctet

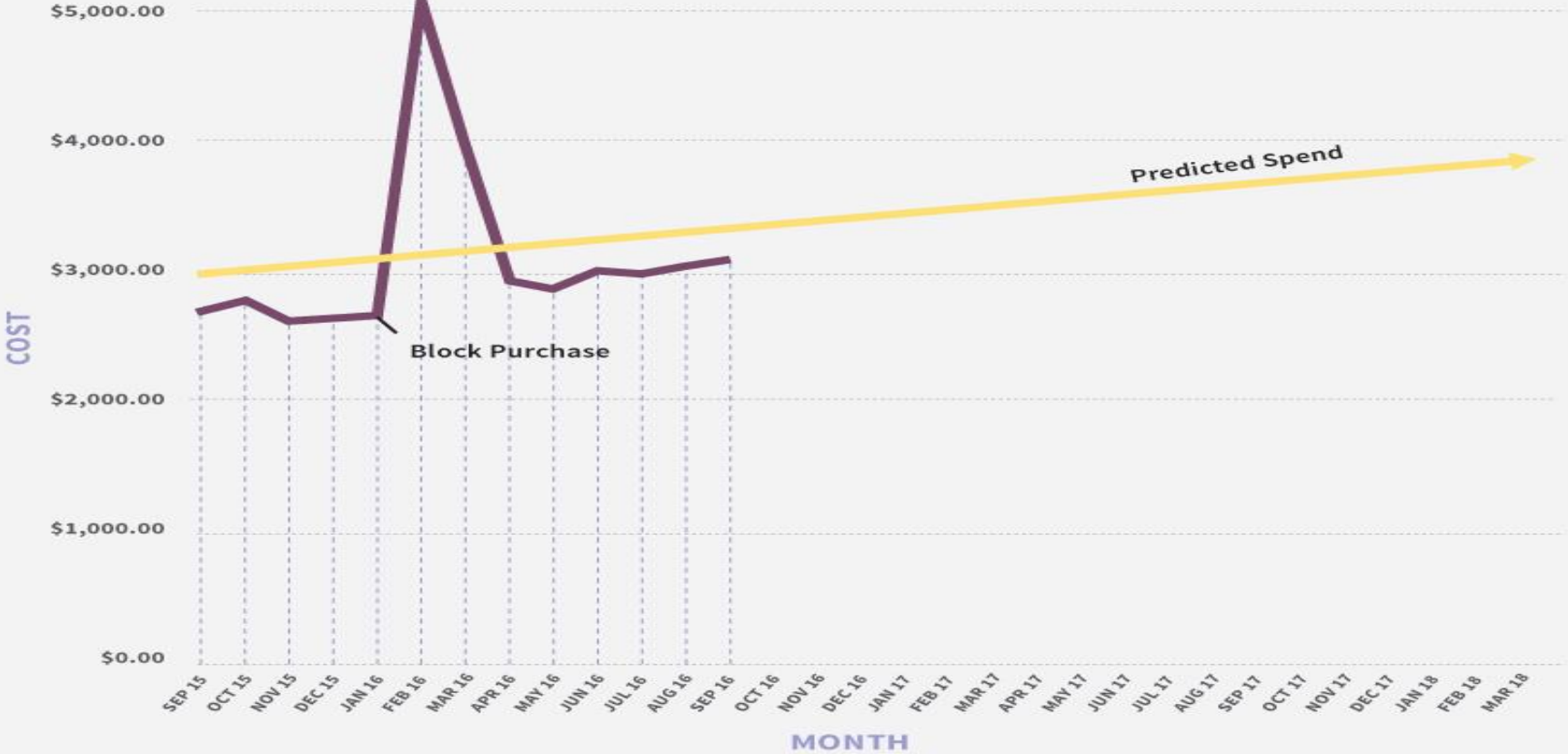
Work. Life. Balance.

IT VARIABLE SPENDING FOR 25 USERS



IT Service Spending

Variable Spending



General upward trend of IT service spending since September 2015.

Includes out of scope work, service changes and fluctuations.

Predicted spend in excess of \$3,000/m by Q1/2018.

Variable spending.

IT PREDICTABLE SPENDING FOR 25 USERS

IT Service Spending

Predictable Spending



Collaborative Services provides a fixed fee over the term.

\$2,500/month.

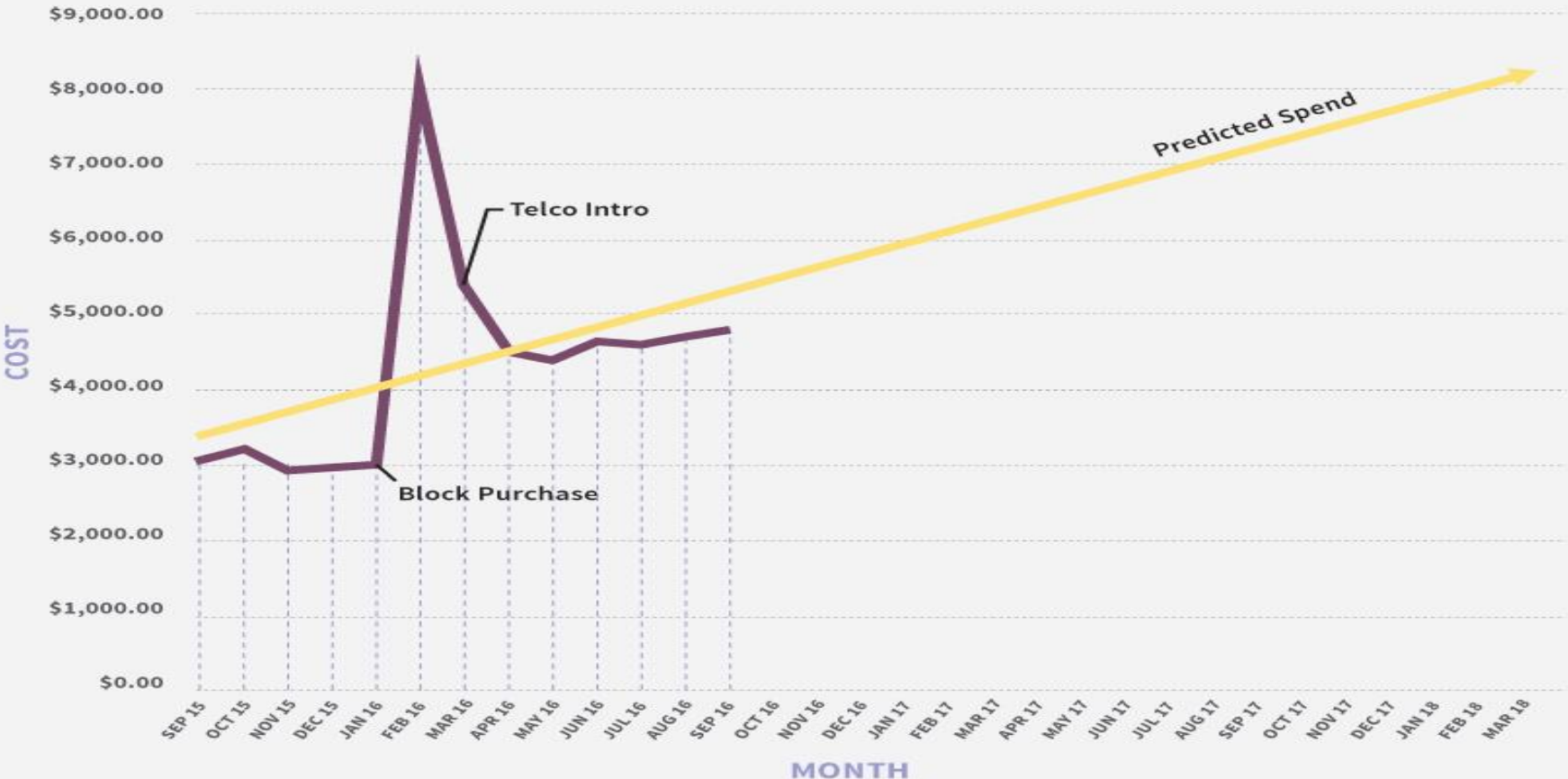
No surprises.

Predictable spending.

IT VARIABLE SPENDING FOR 50 USERS



IT Service Spending Variable Spending



General upward trend of IT service spending since September 2015.

Includes out of scope work, service changes and fluctuations.

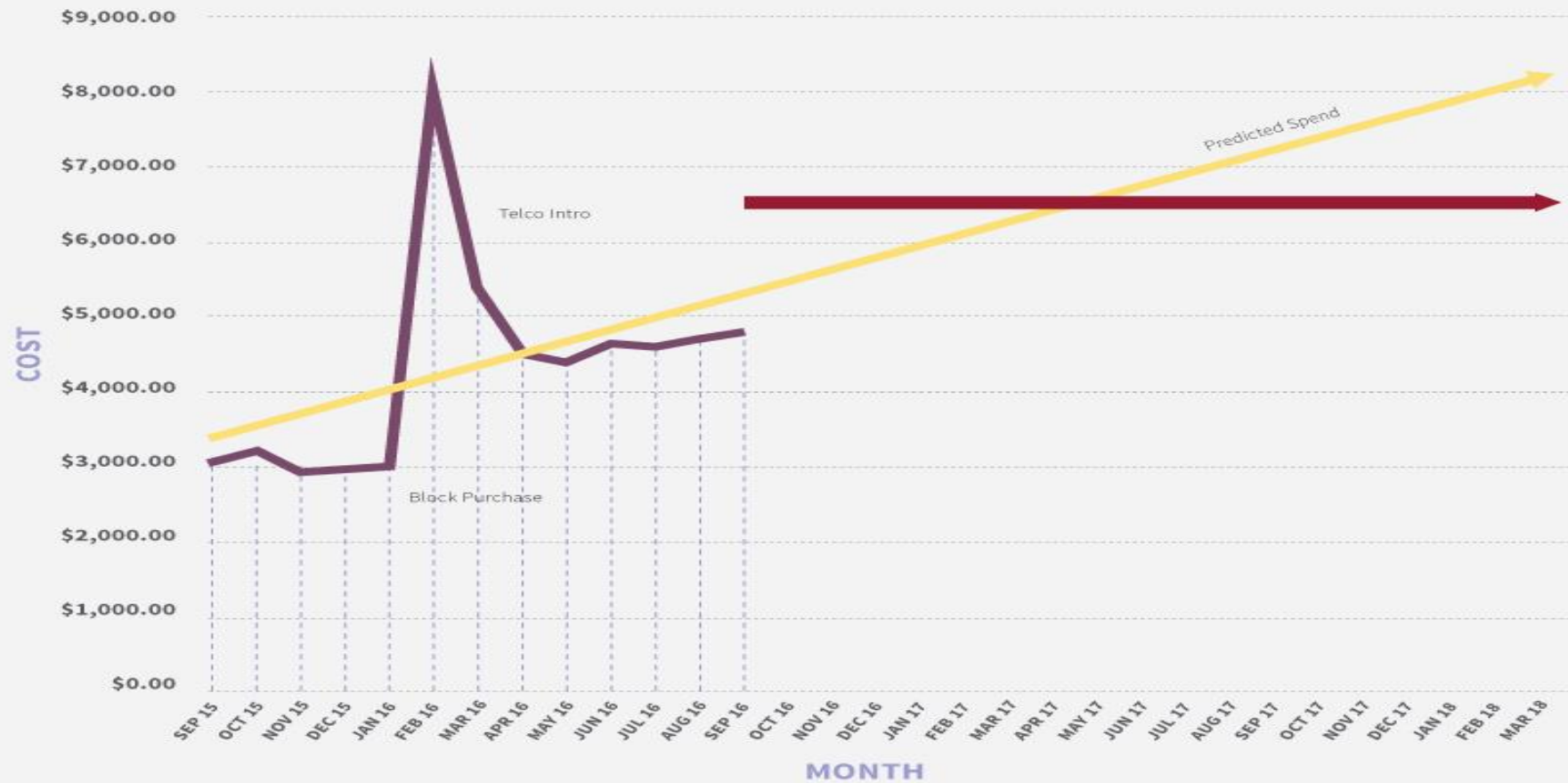
Predicted spend in excess of \$8,000/m by Q1/2018.

Variable spending.

IT PREDICTABLE SPENDING FOR 50 USERS

IT Service Spending

Predictable Spending



Collaborative Services provides a fixed fee over the term.

\$7,500/month.

No surprises.

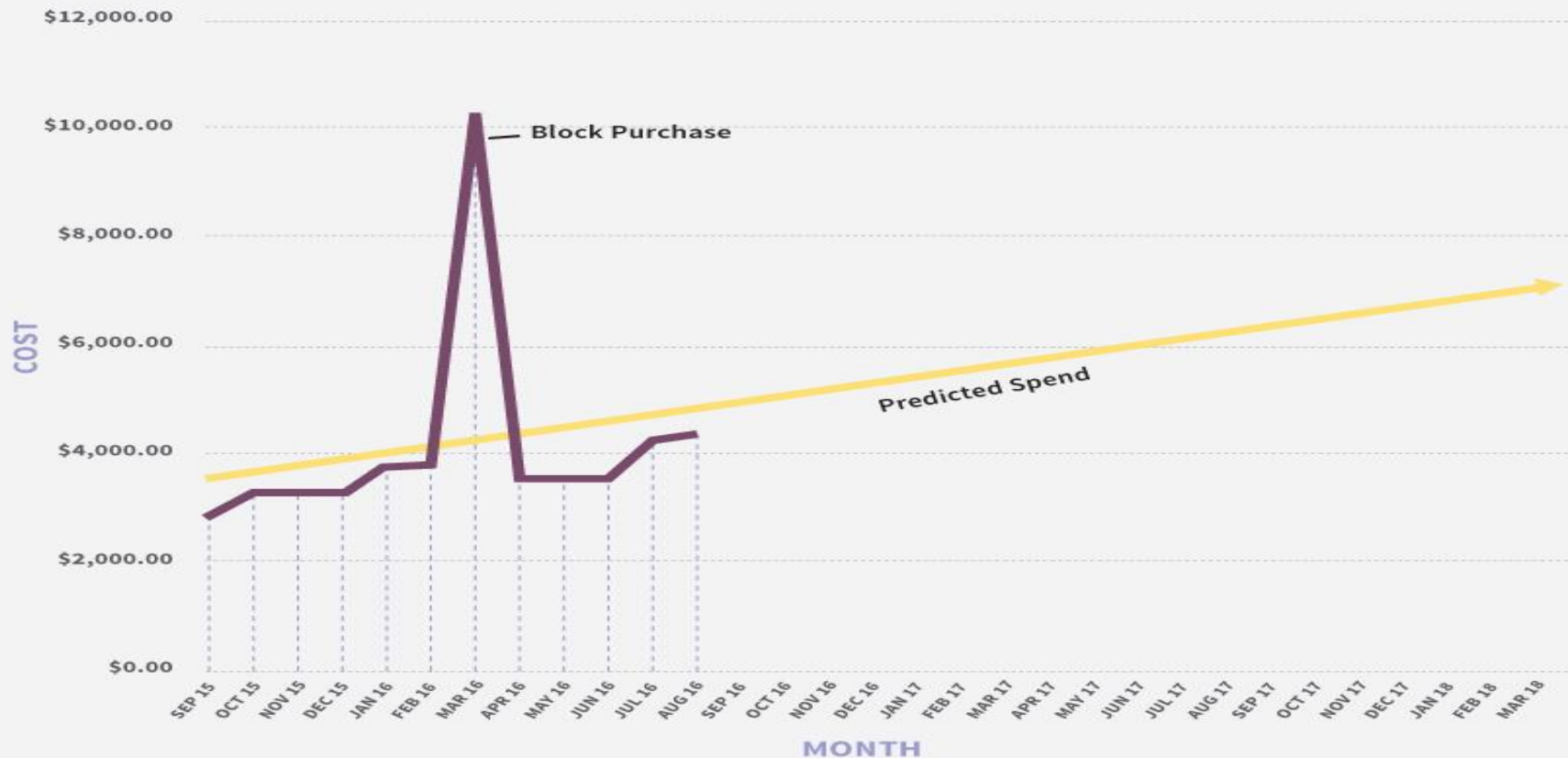
Predictable spending.

IT VARIABLE SPENDING FOR 100 USERS



IT Service Spending

Variable Spending



General upward trend of IT service spending since September 2015.

Includes out of scope work, service changes and fluctuations.

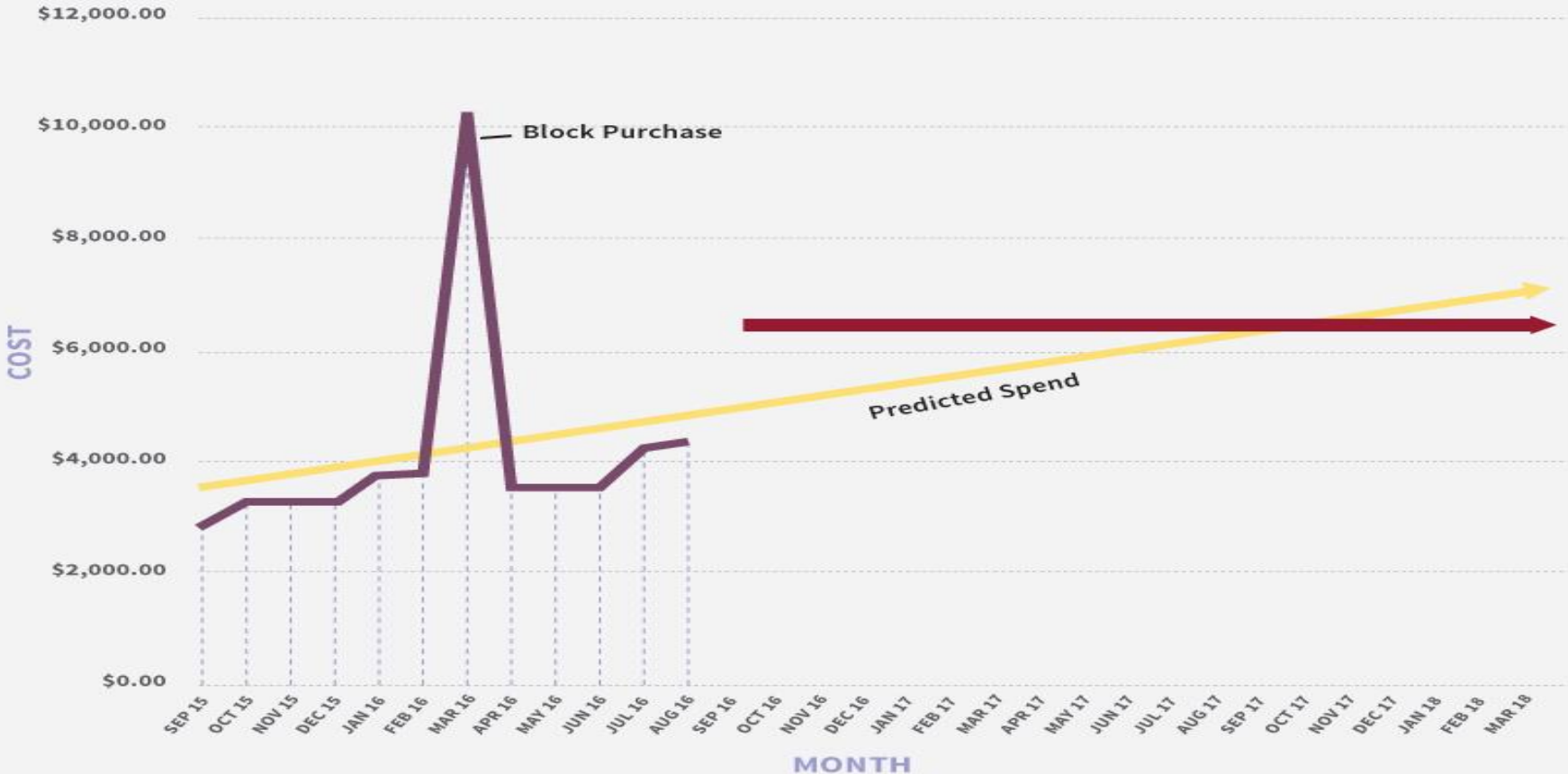
Predicted spend in excess of \$7,000/m by Q1/2018.

Variable spending.

IT PREDICTABLE SPENDING FOR 100 USERS



IT Service Spending Predictable Spending



Collaborative Services provides a fixed fee over the term (3 years).

\$6,500/month.

No surprises.

Predictable.

FUTURE PLANNING

Plan growth at a fixed cost rate. Scale up, scale down for fundraising season, onboard new users at fixed cost or respond to fluctuating business needs for predictable budgeting.



Abnormality Protection

Expanded Malicious Protection

Cloud-based Mobility Management

User Experience Analytics

Internet of Things

About Us:

Third Octet Inc. founded in 2007, collaboratively delivers technology solutions that integrate and optimize not-for-profit clients' processes and technology used for uncomplicated, cost-effective, digital transformation. Our mission is Bettering the World Through Technology. A strong Managed Services Partner can provide you with better value and innovation for today and the long-term if they work collaboratively. This is why we refer to ourselves as a Collaborative Services Partner. It reflects our approach to Managed Services and commitment to your company's success.

For a professional services customer story, please visit www.thirdoctet.com/category/use-cases

Want to learn more about how a Collaborative Services Provider can help your organization?

Contact Third Octet Inc's CEO Matthew Metelsky
mmetelsky@thirdoctet.com
647-728-0610 x3801

thirdoctet

Work. Life. Balance.