



ABACUS
LEEWELL

You face lots of business challenges

Maintaining a reliable and predictable IT system and network shouldn't be one of them



With Managed Services, your critical IT systems and data are protected 24/7 even when you are fast asleep dreaming up new ways to grow your business.

WHAT IS MANAGED SERVICES

A managed service relationship with Abacus Leewell results in a predictable, proactive approach to the management and maintenance of your critical IT systems.

We use a state of the art remote monitoring and management (RMM) system to:

- Proactively monitor the health and performance of your IT assets 24/7
- Optimize your IT systems and network to help increase stability and reliability
- Respond with rapid remote remediation when there is a problem

WHAT YOU GET

We do not promote a one-size fits all approach. The managed services relationship is based on your specific business and IT needs. With Abacus Leewell you'll pay a flat monthly fee to receive a specific set of IT services that can include:

- Proactive remote monitoring and management
- Backup and Disaster Recovery
- AntiVirus and network security and protection
- Ongoing software updates and patch management
- NOC and Help Desk support
- Mobile services and support
- Detailed weekly/monthly reports
- And many others

The key outcome and benefit to you is a reliable, optimized, high-performance network that helps ensure optimal employee productivity and protection of your revenue.

More than anything you get peace of mind from not having to worry about your IT infrastructure – freeing you up to focus on your core business.

“If your network and IT is critical to your ability to reach customers and generate revenue, you should have a managed services relationship.”





Sizing-up a Managed Services Relationship

IS A MANAGED SERVICES RELATIONSHIP RIGHT FOR YOU?

While reduced IT expenditures are a potential benefit, many of our customers want a managed services relationship for reasons that go to the heart of their business. Reasons like these:

- The ability to help protect their revenue stream
- Increase their operational efficiency and reliability
- Maintain credibility with customers (fewer interruptions in services)
- Eliminating many risks that are associated with IT failures

Typically our customers do not have a full-time in-house IT expert on staff – yet their network and IT systems are critical to their core business.

Ultimately their ability to deliver revenue generating services or products to end-customers hinges on having a predictable, reliable, optimized IT infrastructure, 24/7.

BREAK-FIX: THE UGLY ALTERNATIVE

Managed services is one of two broad approaches that you can take with your IT and network systems. At the other end of the service spectrum is a so called 'break fix' model where you call an IT provider only when there is an IT problem or failure. This approach could pose huge risks for your business and is often much more expensive in the long run. Here's why.

- With a break fix model you are vulnerable to sudden and unexpected failures like a server crash. You can't plan or budget for that type of unpredictable failure. It happens and you are thrown into emergency mode.
- The total cost of repairing any IT problem is usually more than if you have a proactive managed services relationship. This is especially true when you factor in the hidden cost of downtime, lost employee productivity, and potentially lost customer revenue.

Also, in most cases, a managed services relationship anticipates potential failures and problems before they occur.

- The break-fix model results in a chaotic relationship with your IT provider and the technology that supports your business. You are constantly putting out fires, waiting for the next failure, and operating in emergency mode.

IT THAT JUST WORKS!

Like many businesses, technology is increasingly important to your productivity, operational efficiency, and ability to provide revenue generating services to customers. At the same time the technology landscape is growing broader and more complex every day.

Do you really want your staff taking time away from their real job to address a myriad of tech issues; and fuss with network drivers, printers, servers, and AntiVirus updates? You're paying them to do a job – and fixing IT problems is like throwing money out the door.

What you really want is the ability to focus on your core business. You don't want to worry about the reliability of IT and network environment. You just want your IT to work!

MEASURABLE BENEFITS

- More predictable flat monthly/annual IT expenditure
- More reliable high performance IT systems and network
- Cost avoidance resulting in reduced total cost of technology ownership Improved employee productivity and operational efficiency
- Dramatic reduction in emergency IT incidents
- Reduced external threats, security risks and exposure
- Immediate access to highly specialized resources
- Fast and often proactive resolution of many issues

See for yourself...

Which scenario has greater appeal!

THE DO-IT-YOURSELF SCENARIO

1. An IT problem occurs
2. You discover the problem
3. You place a phone call for support
4. You describe the problem to the best of your ability
5. Solution Provider technician spends time travelling to your site, or uses remote access tools to start digging around for the cause of the problem
6. Problem is diagnosed
7. Problem is resolved

RESULT

- Unpredictable service fees
- High costs when problem resolution proves time-consuming
- Depending on affected devices, downtime occurs and the associated costs mount (lost opportunities, lost productivity, and more)

THE MANAGED SERVICES SCENARIO

1. Abacus Leewell is alerted before or as the problem occurs because best practices 24 x 7 x 365 monitoring and alerting is in place
2. Abacus Leewell quickly and accurately diagnoses problem in the Service Center
3. Abacus Leewell conducts rapid remote remediation from the Service Center and resolves the problem

Abacus Leewell gives you comprehensive reports every month and quarter to show work performed, identify issues, and support optimized IT budgeting

RESULTS

- You get the right technology expert on the job from the start, with fast, reliable resolution
- Your team stays focused on core business activities
- Many issues are detected and resolved proactively before you even notice
- Downtime is significantly reduced or even eliminated, with no more costly surprises

What our customers say...

“Abacus are a pleasure to deal with. Any issue is fixed quickly and it is never too much trouble!!”

“Always friendly people to deal with, brilliant service”

“We get a cost effective service that allows us to run the business, without hassle. A great and important part of our team”

“They do a great job keeping our IT running, always helpful and timely. We would recommend Abacus Leewell to anyone.”

Start enjoying the benefits of a proactive Managed Services relationship With Abacus Leewell today

- Predictable IT costs
- Reliable IT systems and network
- Reduced risk to your data and IT assets
- Free-up your resources so you can focus entirely on your core business activities
- Experience worry-free business computing
- Regular, accurate reports

SOLUTION OVERVIEW

Abacus Leewell delivers best practices monitoring and management of all your IT assets using the most advanced RMM platform in the industry - and highly trained technicians.

FULL PROTECTION OF ONSITE AND ROAMING DEVICES

Managing onsite, networked devices is enabled by a single, lightweight piece of software installed once at your site. This performs secure, comprehensive scans of your environment to gather the up-to-date information that Abacus Leewell needs to manage your IT assets with unparalleled efficiency.

We can monitor and manage almost anything with an IP address, including:

- Desktops, laptops, servers, managed switches, routers, firewalls, gateways, VoIP switches and phones, printers, faxes or scanners, off-the-shelf and custom applications, environmental control devices and specialized equipment, internal and external websites, SaaS resources, virtual machines and more

Managing roaming (mobile) devices is enabled through software that is installed on equipment that can't be consistently monitored on the network, such as roaming laptops, remote servers, home offices, or on an onsite Windows 7 PC if you don't have a server.

WE SEE EVERYTHING RELATED TO YOUR IT HEALTH

We do not promote a one-size fits all approach. The A powerful, web-based, single pane of glass view allows us to efficiently:

- View the asset health and performance data received from your site and devices
- Drill down to get performance details as required
- Perform rapid remote remediation when required
- Produce a range of useful reports so you'll know exactly what's going on in your IT environment
- Provide recommendations for protecting your business and data
- And more

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