



# South Georgia

## Information Technology Services

IT Management  
Services

On Demand Support  
Services

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### What is Managed Services?

Managed Services is an Information Technology tool used to strategically and proactively maintain multiple devices in a network. The proactive approach is achieved by the use of special client/server software that is provided by the MSP (Managed Services Provider). This software monitors many different aspects of the system, including: CPU and memory usage, running services, network traffic, data backup, error logs, connectivity and anything a device may offer via SNMP (Simple Network management Protocol). When a service is no longer available or a component has reached a threshold, these systems can alert a preset list of technicians, Administrators, etc .. in order to solve the issue in a timely manner. This service has eliminated 90% of the issues that have to wait to be discovered by the end user and cutting down-time by more than 75%.

Managed Services began when large enterprise companies saw the need for a faster solution to their systems management. Used successfully for years by these large companies, software vendors saw an opportunity to reach out to smaller businesses and deliver their product through independent IT service companies. Having the ability to manage hundreds of networks at a time, IT service companies are able to deliver Managed Services at a cost-effective level while maintaining a proactive solution for systems management.

### Why would I need Managed Services?

Your computers are the machinery that runs your business. Every bit of down time costs you money. Just like manufacturers do preventative maintenance to keep their machinery working efficiently, your computer network also needs regular maintenance to keep it running smoothly.

If you are not in the business of IT support then it makes no sense for you to self-manage your network. Using on-call consultants for basic maintenance has also become a costly proposition for most SMBs. Add to that the delays between the time you notice a problem and it actually getting fixed. All this extra downtime is costing you money.

- When was the last time your system was infected by a virus or other threat?
- Do you have to notify someone when something breaks or stops working?
- Does a technician have to physically come fix your system issues?
- Are your systems up-to-date with the latest security patches and virus definitions?
- Is your data backed up on a regularly scheduled time?
- Is your data backed up to an off-site location as well?
- Is the only correspondence you receive from your technician in the form of a bill?

If you don't know the answer to any one of these questions, you may be in need of managed services.

**Contact South Georgia ITS today and schedule a consultation.**