



**TOUCHSTONE**  
Technology > Transformation > Transcendence

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## Managed IT Services For Small and Midsize Businesses (SMBs)

*Act Big*

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# So You Can Focus On Your Business

## Not Your Technology

### Managed IT Services

In today's world, role of information technology in running a business is inevitable. Be it a small business or a large corporation, on one hand implementation of technology makes running your business much easier but on the other hand it comes with its own challenges.

Managed IT Services is a vast area that encompasses everything from your IT maintenance, support, installing software updates, patches, data backup email hosting, spam protection, disaster recovery, keeping your network hack-proof, secured from external threats, granting different types of access rights and permissions to different roles in the company and keeping your IT infrastructure virus free, and up and running with 24x7 monitoring. All these areas require different types of specialized skills.

Unfortunately small businesses can not afford the luxury of hiring so many people with all these various skills or even one full time engineer to be on-site all the time. Improper maintenance of IT assets can not only become a big costs to your company but also it can draw the fine line between failure and success of your business by slowing down your operations or even literally bringing your business to a stop.

### The Economy

Hiring an on-site full time IT expert...that's unaffordable! Trying to deal with your IT problems all by yourself without any technical expertise...you may make it even worse. Don't forget to calculate the cost of downtime, lost efforts, productivity and opportunities.

Consider your Managed IT Services as outsourcing of your IT department to us. We continuously monitor your IT infrastructure and keep it up and running everyday, 24x7 and 365 days a year so you can have all the peace of mind you always wanted and invest your time, money and efforts in focusing on doing what you are supposed to do- Driving your business.

Be it the need of maintaining your IT assets, keeping your IT infrastructure up and running, keeping your network hack-proof from viruses and external threats or upgrading your software and installing new patches or add-ons, or any other type of IT needs, we've got you covered- for a price that perfectly fits your budget. You can invest all your savings back in your business. You only pay a flat rate to prevent the issues to occur instead of spending money on full time employee costs or huge amount to fix the breaks.

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## The Benefits

- Managed IT Services converts your fixed costs into variable costs
- Managed IT Services saves cost of hiring, and training employees, human resource operations such as setting performance goals, performance evaluation, salary raise, and other benefits such as insurance, workers' compensation etc.
- Outsourcing reduces the risk of security and compliance
- Remote monitoring reduces the cost of transportation
- Continuous monitoring tremendously reduces the occurrence of incidents
- Regular preventive maintenance prolongs the usability and improves the performance of your systems which eventually reduces the downtime of your computers and improves the productivity of your employees
- Skilled experts focus on early detection of technical issues like duplicate network / IP addresses, CPU and memory issues, update failures, malware / spyware attacks, hard disk space issues or failure and other such issues and prevent the issues and downtime
- Flat-rate reduces your IT management costs, hidden costs and makes it easier to plan your IT budget and expenses as varying and unexpected expenses make it hard to plan your budget
- Your flat rate is only a fraction as compare to your usual high costs of hiring employees, transportation, break-fixes, downtime and lost productivity
- Technology working right strengthens the business and empowers the decision makers by aligning IT with business goals
- Managed IT Services levels the playing field for small businesses by enabling them to enjoy all the maintenance and support services that larger companies maintain in-house
- Managed IT Services provides SMBs the access to enterprise level services, latest technologies, and skills for a small business cost enabling them to "act big"
- Managed IT Services allows businesses to free up resources and focus on core business objectives
- Markets, competition, government regulations, financial conditions, and technologies all change very quickly. We as your service providers assume and manage much of this risk for you, with specific industry knowledge, especially security and compliance issues

## About Touchstone

Touchstone is a an IT services company that architects business solutions and provides IT consulting services to companies of all sizes across the U.S. Touchstone helps its clients maximizing ROI on their IT investments with short delivery cycle, seamless systems integration and superior support services.

Make Touchstone your partner for Managed IT Services.

Contact us today at (909) 972-0001 or [info@touchstone-its.com](mailto:info@touchstone-its.com)

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