Importance of Proactive Care

Takeaway: Please take extra care and apply your smart mind when you choose a support service, the way you plan your business strategy, Think to improve the productivity and efficiency with the existing IT investments. You need an efficient support service that ensures to deliver the high efficiency and performance during its life cycle unlike the normal choice of Reactive Support Services in the form of AMCs.

Whitepaper Summary:- With the current state of economy causing unrelenting pressure on cutting the costs, companies are forced to do more with less and seek maximum return on their investments especially in IT. Your business continues to demand new solutions and innovation to continue to your success and growth. To address this complex situation companies are welcoming the increased business value lowered total cost of ownership of IT Solutions, and lowered business risks that comes along with next generation support services. Day to day activities are transformed from reactive to proactive and resources are freed up and performance is tuned to the optimal stage, to focus on helping the company to reach its corporate goals and objectives. This whitepaper explain how support services play a critical role in helping companies reap values from their current technology investments and minimize the risk.

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In Reality

Today's economy is pressuring IT Organizations to make their IT solutions more cost effective and meet the business demands without the need of additional resources. The current situation mostly created by IT organizations in promoting the fast emerging of market with latest technology innovations and products to increase their business and growth, But the reality is that most of the other business is not growing at this speed to utilize the benefits of latest technologies. But the efficient Technology Marketing is very much capable or even compiling to use the latest technologies. it shows big advantages in the initial sales cycle but in reality what user gets is the fact. Most customers go along with this flow and are not realizing the return on their previous investment.

Most of them plan a roadmap of 5 – 7 Year when they do the IT Investment but 60- 70% up gradation / revamping used to happen in 3- 5 years, this requires only when your business shows exponential growth graph, Just pause and think is that the reality? Technical advisors are capable enough in showcasing the advantages which is going to gain by adopting a new technology but how many of them ensure the proper implementation and efficient usage? most of the providers are happy in finishing the business and running away. Especially considering the SMB segment which encourages this trend, all big brands usually commit almost nothing directly to the end customer, when it comes to post implementation all you get a product support through a dealer channel mode. And SMB segment becomes a milking cow for IT Sellers to easily push the new products. Not many organizations don't even bother to check what they realized out of the investment rather assuming IT is a costly affair, also believes this investment is going to fuel the efficiency (Yes its true but only when you utilize IT efficiently) . We request you to just think again in reality,

If your IT Investments are going wrong then is it only because of IT organizations as an after effect of the fastest technology revolution?

We proudly wish to answer as "No", Also we feel the decision may not be wrong but if you feel the investment went wrong then its majorly because of the inability of utilizing the available resources at the desired level. A proper plan and roadmap to the utilization of the resource should be planned much before you take an investment call. We are trying to cover how you can be better during your next decision in the following session.

It's the Time to move on to the proactive IT support solutions

Especially to SMBs IT support means just Break Fix Support or a hardware support, mostly not ensuring the effective utilization of the available resource at the desired level. This causes a less Return of investment and decreased productivity and there won't be any monitoring as well. Service Providers used to get High Customer satisfaction Ratings by attending and closing the reactive calls where customer is not realizing the lost productive hours or days. Rather to state that such approach is a disaster management not a proper IT Support solution in the current era. It is popular as well manageable if your business is not heavily depending on the IT Infrastructure but rethink it in the current context.

Proactive Support Solutions Move IT beyond the Break-Fix Support

Elaina Stergiades, senior research analyst at IDC, says that support for IT driving mission-critical business processes is becoming as important as the product itself and therefore must become more sophisticated. "IT environments are becoming more complex, and deployments of technologies such as unified communications and virtualization will only contribute to that growing complexity," she says.
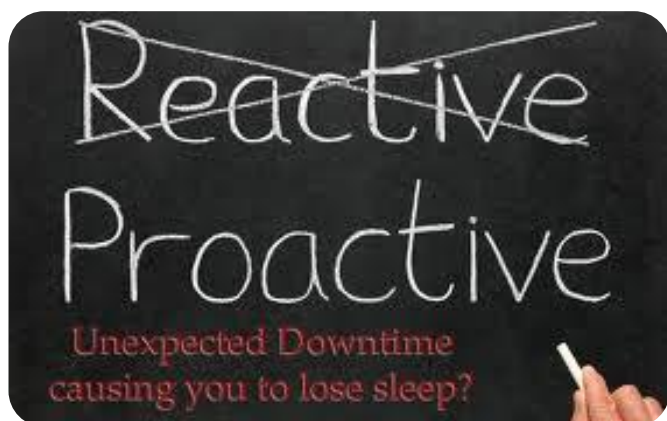
As these projects increase over the next five years, Stergiades says she believes support providers must move away from fixing problems after they occur and move toward preventing issues from occurring in the first place. Stergiades contends that customers are increasingly looking to derive additional value from their existing support agreements, and expanding proactive and preventive support while building support communities can be a critical piece of that strategy. When implemented properly and used consistently, these programs can help reduce system downtime and help achieve a lower total cost of operations.

It's evident users want their support providers to go beyond basic reactive troubleshooting, otherwise known as break-fix, to offer intelligent, proactive solutions that encourage flexibility and agility and adapt to changing market conditions. They need the assistance of a personalized, advanced support platform to hasten issue resolution, automatically ensure the ongoing health of their environment, and free up strategic IT resources.

Mitigating Risk With Stable, Secure Systems & Procedures

The best way to avoid the potential downtime and security risks involved with enterprise systems is to ensure they are always in optimal health with up-to-date patches, synched versions and compliant configurations. Automating the patch deployment etc will help to some extend for OS & Applications, but what about the hardware, A proper periodical health checkup is necessary to ensure the performance and uptime. Using the latest health checkup tools will help to apply the proper hardware fix to the upcoming problem in the future also help to ensure the performance.

Less Resource Drain More Productivity

Implementing a proper Proactive IT Support strategy will ensure the quality uptime with the high performance, Also the preventive health checkups and applying in the fixes proactively by cross verifying the checklist conditions ensure the desired level of performance.

Speeding up Problem Resolution

Even though the above care ensures 99% of the problems closed much before it appears and affect the setup. Sometimes surprises can happen but maintaining the proper service history and a good Knowledge base with the proper support professional in place can ensure a speedy recovery. In proactive support is not only taking care about the health during it lifecycle but also prepared enough to ensure a speedy recovery by maintaining the support service history, asset full configuration details etc for an immediate reference when it requires.

Ready For the Recovery

As the IT executives cited in this paper have found, a proactive service and support function is not just a band-aid for the poor economy. Instead, it is an ongoing and essential part of their comprehensive support strategy. They know that today's enormous expectations of IT agility in supporting new business initiatives will not cease when the economy recovers. If anything, these demands will ratchet up even higher. Therefore, IT organizations must embrace proactive support to ensure that mission-critical solutions remain highly reliable and that problem resolution is significantly expedited. They must also guarantee that users operate at the greatest level of productivity and that applications deliver the most ROI possible at the lowest TCO. In essence, proactive support tools help companies continue to innovate at a lower cost and with less risk than ever before. Counting on proactive support as an important pillar also enables IT to move from purely break-fix to become a strategic partner in the business.

For the IT executives in this paper and across a broad swath of company types and sizes, SIPSS-GLOBAL's Proactive Care Support has already proven to measurably reduce downtime, sharply decrease internal support burdens, and serve as an early warning system of potential problems—among myriad other business benefits. Most important, in an economic downturn, customers say SIPSS-GLOBAL Proactive Care Support has helped them achieve their primary goals of optimizing the value of their existing system investments while minimizing overall risk.

SIPSS-GLOBAL Proactive Care is clearly a support solution deserving the attention of any organization seeking to proactively avoid problems and deliver the most consistent system reliability in the most efficient way.

Summary

Proactive IT Support is essential for any organization that is relying on their IT infrastructure. Reactive Support or legacy AMC Supports can be considered like an accidental Insurance. It is up to business / project owner to take a call what kind of Support service will enhance the performance of his/her Organization by adopting the proper support methodology to address the requirement rather underestimating or compromising on small financial benefits.

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