

A background image showing a close-up of business professionals in a meeting. One person is holding a smartphone, another is typing on a laptop, and a third is holding a pen. The image is partially obscured by text overlays.

WHAT IS A MANAGED SERVICES PROVIDER

Understanding the Role of MSPs

From managing your solutions to providing technical support, we help small to enterprise-level businesses streamline their operations and generate growth. We provide comprehensive IT solutions designed to make your life easier and help your business improve performance and productivity.



Taking Care of Your Business

Technology helps manage business. But, it's often difficult and expensive for a business to effectively manage its technology. The cumulative costs, increased resources and high staffing levels required to keep hardware, software and networks updated and running flawlessly become a challenge for companies of all sizes.

For many of them, the answer is to engage the services of a top-quality managed services provider.

 020 8445 6700

 [optimacomputers.co.uk](https://www.optimacomputers.co.uk)

Scope

A managed services provider takes on some or all of the responsibilities of maintaining your IT infrastructure at peak performance.

What Does an MSP Do?

- Provides the level of service that matches your needs
- Works on specific IT areas, broader disciplines or your entire IT operation
- Handles infrastructure such as computers, peripherals, storage, networks, systems and applications

Benefits

Comprehensive IT support is an investment in your business that provides daily, monthly and yearly returns.

What Do You Get With an MSP?

- Network monitoring and emergency support for 99.99% uptime
- Performance reports that keep you in control of your infrastructure
- Flat-fee, fixed-price contracts that ensure predictable OPEX and lowest total cost of ownership across your systems

Customers

Companies with 10 employees or 100,000 all take advantage of the increased reliability and decreased operating expenses that MSPs provide.

Who Benefits From an MSP?

- Companies spanning every industry and sector
- Companies looking for reliable uptime and high performance
- Small and medium-sized businesses seeking to create and maintain enterprise-level infrastructures

A top-quality MSP is your central point of contact for every technology concern and question.
What else does an MSP offer?

✓ Prompt responses in accordance with Service Level Agreements (SLAs)

✓ Long-term relationships with dedicated account managers

✓ Protection against malicious attacks and unauthorized access

✓ 24/7/365 monitoring of mission critical hardware and systems

✓ Analysis and management of security, risk and disaster recovery

✓ Reports on backup health, patch updates, service tickets and more

Responsibilities

MSPs handle a range of continuous tasks to ensure that your technology – and business – run without interruption.

What Should You Expect From an MSP?

- Business continuity
- Network monitoring and management
- Secure messaging and email
- Incident resolution

Employees

MSPs work as a team, bringing together the right expertise, skill and talent to address your specific IT demands.

Who Will Become Part of Your Team?

- Long-term account manager who knows your business and infrastructure
- System designers and architects that advise you on your IT foundation
- Engineers and technicians who are certified on a broad range of systems, platforms, networks, applications and more

Costs

The most effective model is to pay a flat, monthly fee for a predictable amount of services and support. Good MSPs can predict cost to the penny.

How Does an MSP Engagement Work?

- Your fee includes support services such as running the help desk, uptime standards and monthly maintenance
- Your MSP will sign an SLA, which specifies how your infrastructure must run and establishes penalties for underperformance

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What other services does an MSP offer?

✓ Asset management

✓ Configuration management

✓ Uninterrupted remote access

✓ Managed server solutions

✓ Managed VPN/IP-VPN

✓ Managed voice access, including security, PBX, VoIP and more

Resources

An MSP isn't subject to the issues you can face with in-house staff. They don't stop working because of vacation, illness or other types of absence.

What Sets MSP Staff Apart?

- A deep talent pool allows MSPs to draw from a wider skill set that helps you deliver innovation
- MSPs have finely-tuned communication processes among team members and in the accuracy of documentation

Do You Need an MSP?

It's an easy question to answer. Bring us into the conversation to learn how a technology partner would impact your business.

What Can We Talk About?

- Your visible costs and hidden costs
- If and where an MSP can bring value
- How we can improve your infrastructure

ONE MORE QUESTION: ARE YOU READY TO TAKE A NEXT STEP?

If your IT infrastructure is getting harder to manage and more expensive than you'd like, it's time to consider turning it over to a first-caliber MSP. In this paper, we've shared some of the responsibilities of an MSP, but it's really just the start. Let's talk.

About Optima Computers

From managing your solutions to providing technical support, we help small to enterprise-level businesses streamline their operations and generate growth. We provide comprehensive IT solutions designed to make your life easier and help your business improve performance and productivity. Our responsive solutions offer support for our customers – so you spend less time waiting for an IT expert and more time taking care of your business.

Powered by the Best in the Business



✉ info@optimacomputers.co.uk
☎ 020 8445 6700

🌐 www.optimacomputers.co.uk
📍 15 Sussex Ring, N12 7HX