F12.net™

Optimising IT Operations:

Making the Case for Co-Managed and Fully Managed IT Services

Businesses today face increasingly complex challenges in managing IT infrastructure, particularly in maintaining cyber security, driving operational efficiency, and preventing IT team burnout. F12.net's co-managed and fully managed IT services provide your team with the additional support needed to address these complex challenges — today and in the future. Our team of experts tailor solutions to complement and strengthen your in-house capabilities, allowing your team to to focus on higher-level strategic initiatives.

Given the critical importance of addressing these key challenges, it's essential to take deliberate steps towards implementing a solution that aligns with your organisation's strategic objectives.

Critical Need

60% of data breaches are linked to unpatched vulnerabilities, presenting a significant risk to business continuity and reputation (Tech Talent Canada). Addressing these vulnerabilities promptly is crucial to maintaining the security and integrity of your IT infrastructure.

Solution

Co-managed and fully managed IT services complement your existing IT team, providing automated patch management, enhanced threat detection, and comprehensive disaster recovery solutions to help mitigate risks while allowing your team to focus on strategic initiatives.

ROI

Reduce operational costs, increase efficiency, and deliver measurable ROI by preventing costly cyber incidents and enhancing overall IT performance (PwC).

Build a Business Case in 5 Easy Steps:

Organisations turn to managed IT services (MSPs) for various reasons, such as lowering operational costs, filling skills gaps, leveraging innovative technologies like AI, or supporting digital transformation. Here's a streamlined approach to building an MSP business case:

1. Define the problem:

Begin by defining your problem statement. Ask yourself: What are the current pain points within your organisation? These could include:

- Reducing operational costs
- Delivering faster, low-risk digital transformation
- Streamlining inefficient processes
- Mitigating risk and meeting compliance goals
- Filling skills gaps and improving the quality of talent
- Increasing data transparency

A clear and concise definition of these problems ensures all stakeholders are aligned around a common theme and recognise the need for change. Engaging senior decision-makers to identify their top priorities will help focus on the most pressing issues.

2. Prove the case for change:

To justify the shift to managed IT services, your business case should present quantifiable evidence of the value this change will bring. Consider the following:

- **Cost savings:** 46% of organisations that partner with MSPs have **reduced their IT costs by 25%** or more (Tech Talent Canada).

- **Time savings:** 65% of IT issues are resolved in under 15 minutes when managed by an MSP, enabling in-house IT teams to **dedicate approximately 30% more time to strategic initiatives** (IT Solutions).

- **Productivity increases:** Managed IT services, alongside AI-driven automation, can lead to a **20% increase in overall productivity** and a 15% reduction in employee stress (Ada-AI Agent) (AI-Rev Automation).

- **Service improvements:** Organisations can **improve service availability by 40%** and reduce downtime by 35% to meet and exceed service level agreementss (IT Solutions).

- **Customer benefits:** Businesses have reported a **25% improvement in customer satisfaction** due to quicker resolution times, increased IT system reliability, and 24/7 support (AI-Rev Automation) (Rootstack).

Benefits of an MSP:

1. Increase security and compliance
2. Free resources to drive growth
3. Increase agility to meet the demands of digital transformation
4. Fill short and long-term skills gaps
5. Leverage new technologies at less risk and lower cost
6. Learn from experienced IT practitioners

Pro Tip: Book your free 30-minute session with F12's vCIO. We'll guide you in securing stakeholder buy-in and provide the tools to help your team through the transition. We work with your existing team, ensuring they have the support they need to succeed.

3. Gain early stakeholder buy-in:

Early buy-in from stakeholders is crucial for a successful transition to a managed services model. Start by gathering preliminary data and engaging with the user group facing the greatest challenges—often the IT department. This group is likely under pressure to **"do more with less"** while managing talent shortages and security concerns.

4. Engage with MSPs and other influencers:

Consider the following key factors when evaluating potential MSP partners:

- **Service portfolio and specialization:** Not all MSPs are equipped to handle the complex needs of growing organisations. Smaller MSPs might lack the resources and specialized expertise necessary to support your strategic initiatives effectively. Conversely, some larger MSPs, often associated with well-known corporations, can be slow to adapt to your organisation's evolving needs due to their size and bureaucratic processes. F12 offers a unique balance—delivering the depth and breadth of services you require with the agility and personalized attention that larger MSPs often struggle to provide.

- **Compliance and security standards:** In today's regulatory environment, maintaining compliance is not just important—it's critical. F12 is among the elite 1% of MSPs that have achieved SOC 3 compliance, ensuring that your organisation meets the highest standards for security, availability, processing integrity, confidentiality, and privacy. This level of compliance is often beyond the reach of smaller MSPs, while larger providers may not offer the tailored solutions necessary to meet the specific compliance requirements of your industry. Choosing a partner without this certification could expose your organisation to significant risks.

- **Cultural alignment:** The success of an MSP partnership depends on more than just technical capabilities; cultural alignment is key. F12's approach is to integrate seamlessly with your existing IT team, understanding your business culture and adapting to your specific needs. This flexibility and alignment are critical for a successful long-term partnership—qualities that larger MSPs often struggle to deliver due to their size and rigidity.

- **Proven success in the managed services space:** F12 has a demonstrated track record of success, highlighted by client testimonials and industry recognition. Unlike smaller MSPs that may lack a proven history, or larger MSPs that might treat you as just another account, F12 builds long-term, personalized relationships with our clients, ensuring that your needs are met today and as your organisation evolves.

Pro Tip: Simplify your evaluation process by using a well-structured RFP template tailored for managed IT services. This template ensures you cover all critical aspects, from service offerings to compliance standards. <u>Download our RFP template here</u>.

5. **Explore the data:**

Conduct a deep dive into your organisation's data to quantify the opportunity and potential risks. Focus on key metrics such as uptime percentages, mean time to resolution (MTTR) for incidents, security breach frequency, and cost per incident. Understanding these metrics will help you assess the potential impact of an MSP on critical aspects of your operations.

To make informed decisions, compare your current performance with industry benchmarks. Identify areas where your organisation is lagging and where an MSP could make significant improvements.

Consider the technological compatibility of potential MSPs with your existing infrastructure. Evaluate how easily their tools and systems integrate with your current tech stack, and assess their capability to support future needs like cloud migration or AI integration.

Finalise your internal team of stakeholders and define a shortlist of MSPs to participate in the request for proposals (RFP). During this process, also consider the data security practices of each MSP to ensure they align with your organisation's standards and compliance requirements.

Pulling it **all together:**

A well-crafted business case is crucial for convincing key decision-makers of the merits of adopting a managed IT services (MSP) strategy. It should clearly explain the problem, present all viable options to address it, and guide decision-makers toward selecting the best course of action for your organisation.

By following the steps outlined in this guide, you'll develop a concise business case that not only reflects current industry trends but also clearly identifies your organisation's current state and articulates a vision for an improved future state. This approach will help you showcase the value of MSPs in enhancing operational efficiency, strengthening cyber security, and supporting your organisation's long-term goals.

With a solid business case in hand, you can move forward with confidence, equipped to evaluate and select the right MSP partner that aligns with your unique needs.

Why choose F12?

Managing an IT environment isn't just about maintenance—it's about driving innovation, safeguarding your organisation, and enabling your team to do more with less. Our approach is designed with your specific needs in mind, offering agile, co-managed, and fully managed IT solutions that evolve with your business.

Real-world expertise: F12 has partnered with numerous Canadian organisations, helping them navigate complex IT challenges with ease. For example, when a mid-sized healthcare provider in Ontario faced escalating cyber security threats and a stretched internal IT team, F12 stepped in with a tailored co-managed IT solution. This partnership resulted in a 30% reduction in IT incidents and freed up the internal team to focus on strategic healthcare innovations.

Proven cyber security leadership: What truly sets F12 apart is our deep expertise in cyber security and our commitment to delivering measurable results. As one of the elite 1% of MSPs that have achieved SOC 3 compliance, we ensure your organisation meets the highest standards for security, availability, processing integrity, confidentiality, and privacy. For instance, a Canadian financial services firm achieved a 40% improvement in their security posture within the first six months of partnering with F12, thanks to our advanced threat detection and incident response capabilities.

Agile and responsive service: We are agile in our approach, meaning we can quickly adapt to the changing needs of your organisation, providing the right support exactly when and where it's needed. Whether you're facing a sudden increase in demand or the need to pivot your IT strategy, F12's flexible solutions ensure that your IT environment is always aligned with your business goals. A national retail chain, for instance, turned to F12 to support their rapid expansion across Canada. Our scalable IT solutions allowed them to open new locations on time and within budget, all while maintaining seamless operations.

Long-term partnership focus: Choosing F12 means partnering with a team that not only understands the complexities of today's IT landscape but also has the agility to respond swiftly and effectively. We're here to help you navigate these challenges with confidence, knowing your IT infrastructure is in the hands of professionals who are as invested in your success as you are. Our long-term relationships with clients are a testament to the trust and value we bring to each partnership.

Next steps:

1. **Assess your current IT environment:** Take stock of your existing IT infrastructure, processes, and challenges. Identify specific areas where co-managed or fully managed IT services could offer the most value.

2. **Engage key stakeholders:** Begin discussions with your senior leadership and IT teams to align on the key challenges and opportunities. Secure buy-in early to ensure a smooth transition.

3. **Conduct a pilot programme:** Start with a pilot programme in a targeted area, such as patch management or cyber security, to evaluate the effectiveness and benefits of managed services.

4. **Schedule a strategy session with F12:** Schedule a free 30-minute strategy session with our vCIO, to discuss your specific needs and create a tailored roadmap for implementation. This session will help you clarify goals, plan your pilot, and set the stage for a successful partnership.

5. **Develop your full business case:** Use the findings from your pilot and the insights from your strategy session to develop a comprehensive business case that outlines the benefits, ROI, and strategic value of partnering with F12 for managed IT services.

Ready to experience the difference? Schedule your free 30-minute strategy session with F12's vCIO, and let's discuss how our tailored, agile solutions can drive your business forward. Book your session today.

Visit F12.net to learn more

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