



## Where Did “Managed Services” Come From?

**It started with the internet. Equipment could be attached to the internet 24/7, and programs could be talking to their counterpart (servers) on the internet, passing information to them for good or not so good purposes.**

Along the way, that concept was leveraged by us in the IT business. The thought process probably started something like:

*"If I could put an "agent" on a device and ask it to report back the status of that device, wouldn't that be helpful in managing that device? If that "agent" could warn us of impending hardware failures BEFORE they became bigger problems, wouldn't that save time and money? If that agent could act in an administrative capacity, and check*



*the status of installed programs and update them when users aren't around, wouldn't that make our network more secure? If that "agent" could run regular disk cleanups and de-fragmentation, wouldn't that device perform better? If that "agent" could report back on the status of the last system backup, wouldn't that make it even better? Wouldn't people get MORE WORK DONE if computers and networks have these things?"*

Enter **Managed Services** - The basic ability to monitor, update, protect, and maintain a remotely-connected device. Its commonly known as "**RMM**", and that's what we do. We take all these processes and procedures, manage them in a single, intuitive user console, and watch it all day, every day, so you don't have to.

- If your people have lost time waiting for windows updates to run, updates that could have been running overnight, Managed Services has a value to you.
- If your people are working with computers that are slower because they haven't had files cleaned up, or the disk de-fragmented in a while, Managed Services has a value to you.

*(Continue)*

- If your computers are running slower because they have multiple antivirus solutions running, because you don't have time to be "sure" that they have 1 REAL GOOD solution in place, Managed Services has a value to you.
- If you've incurred the cost (lost user time and money spent) of rebuilding a computer and its installed software due to a hardware failure, one that you could have seen coming, Managed Services has a value to you.
- If your environment requires HIPAA, PCI, or SOX compliance, Managed services has a value to you.
- If you want to be fully protected from Ransomware, and the threat it poses to your business, Managed Services has a value to you.

For those of you who think "why do I need that, I've never had to pay for it before", the truth is, you're already paying for it. You're paying in lost time, unexpected failures, and time-consuming triage costs when Malware strikes.

**Call us today for more information at 201.221.4000!**

**DESKTOP SERVICE GROUP, 230 West Passaic Street, Maywood, NJ 07607 | [www.dtsg.net](http://www.dtsg.net)**