

ASLAN COMPUTER SYSTEMS

2015-04 MANAGED SERVICES



News Feature

From Reactive to Proactive with Managed Services

A managed services provider (MSP) offers management and support of IT network-based services, applications and equipment. As businesses become increasingly dependent on IT, the need for a reliable MSP that allows business owners and employees to focus on their core functions has become critical.

The scope of service provided by an MSP varies according to your needs and can involve simple system upgrades to full network management and support for a pre-established monthly fee. The key element is that it is preventive and proactive in nature

'Among current users of managed services, 46% of firms have trimmed their annual IT expenditures by 25% or more as a result of their shift to managed services, including 13% that have slashed annual IT expenditures by 50% or more on the IT functions they have given over to an MSP.'

– CompTIA, Trends in Managed Services study

Aslan Computer Systems provides proactive IT managed services using a remote monitoring and management (RMM) platform to continually monitor the health and performance of your IT network – without any kind of disruption to your employees' activities. Our robust RMM platform supports early detection and remediation of issues

activities. Our robust RMM platform supports early detection and remediation of issues before they cause downtime or data loss. We can also generate regular reports that provide insight into your IT system, including the business value and services being received, which will help you plan and budget for future IT expenses.

Many businesses today continue to use the reactive model and handle IT issues as they arise. Below is a comparison of the reactive vs. proactive approach. It's easy to see the benefits of becoming proactive!

Reactive IT Services Model

Proactive IT Services Model

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| <ol style="list-style-type: none"> 1. An IT issue is detected. 2. You contact your IT solution provider. 3. Once you reach your IT provider, you describe the issue as you understand it. 4. If the issue cannot be resolved via email or phone, your IT provider will need to travel to your location. 5. Once at your location, the issue is properly diagnosed. 6. The issue is resolved. | <ol style="list-style-type: none"> 1. An RMM tool conducts oversight of your network and IT assets 24/7. 2. The RMM tool alerts Aslan Computer Systems to a potential issue or an issue about to occur. 3. A centralized dashboard allows for remote diagnosis and remediation of the issue by the appropriate technician – often without disruption to your business flow! |
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[Contact us](#) today to begin reaping the benefits of being proactive!

Tips and Tricks

Here are some Windows system key combinations:

F1:	Help
CTRL+ESC:	Open Start menu
ALT+TAB:	Switch between open programs
ALT+F4:	Quit program
SHIFT+DELETE:	Delete item permanently

Windows Logo+L: Lock the computer (without using CTRL+ALT+DELETE)

From <https://support.microsoft.com/en-us/kb/126449/>

Security Trends

Companies boost security spending, but still expect to be hacked.

New Technology

Check out this video about robot research.

Q & A

Question: What is a PUP?

Short Answer: A PUP (potentially unwanted program) is a program that may be unwanted, despite the possibility that users consented to download it. PUPs include spyware, adware, and dialers, and are often downloaded in conjunction with a program that the user wants.

From <http://searchsecurity.techtarget.com/definition/PUP>

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