How to Choose a
GREAT IT SERVICE PROVIDER

■ TABLE OF CONTENTS

■ INTRODUCTION

> **"** Your IT service provider is no longer just your computer guy who fixes your Wi-Fi."

With businesses expanding across geographies, IT management has become increasingly complex.

Your IT service provider is no longer just your "computer guy" who fixes your Wi-Fi—they're the backbone of your operations. They ensure that your systems run smoothly, your data is secure and your business continues to grow.

In other words, they need to act as your strategic partner who helps you achieve your business goals.

So, how do you find the right IT partner for your business? In this eBook, we'll explore why you might need an IT service provider and weigh the advantages of outsourcing versus hiring an internal IT team.

Most importantly, by the end, you'll be able to identify the qualities that set an exceptional IT service provider apart from a good one.

WHY YOU MIGHT NEED AN IT SERVICE PROVIDER

As your business grows, so do your IT needs. Here are a few signs that an IT service provider could be the missing piece in your success puzzle:

CYBERSECURITY IS STRESSING YOU OUT

Cybercrimes are constantly evolving and have become sophisticated. In such a threat landscape, it can get overwhelming to manage cybersecurity on your own. That's where an IT service provider can become your first line of defense by proactively implementing security solutions to protect your valuable data and reputation.

YOUR IT SOLUTIONS ARE OUTDATED

Outdated software and hardware not only hurt your productivity but also leave you vulnerable to cybercriminals. An IT service provider can evaluate your current systems, recommend upgrades and ensure everything runs smoothly so you can focus on growing your business.

YOU NEED A BETTER DATA MANAGEMENT STRATEGY

Losing critical data can adversely impact your growth. An experienced IT service provider can implement an efficient data management and backup strategy that keeps your data organized, accessible and secure.

YOU FIND COMPLIANCE OVERWHELMING

It can be difficult to keep up with industry-specific regulations, especially as they're constantly evolving. A knowledgeable IT service provider can tailor a compliance strategy that fits your unique business needs and help you avoid legal issues or attract penalties.

FIXING IT ISSUES IS TAKING TOO MUCH OF YOUR TIME

Every minute that you spend trying to fix your IT issues is a valuable minute away from your core business. An IT service provider can wrestle with your tech headaches and give your valuable time back to do what you do best.

■ THE BENEFITS OF OUTSOURCING IT SERVICES VS. HIRING INTERNALLY

Having an in-house IT team isn't always possible for some businesses. Here's why outsourcing your IT is a smart move:

WORK WITH A DREAM TEAM	Get access to a league of highly competent IT pros with diverse skills and experience tailored to your industry. ✓
AVAILABILITY	Employee time-off or a senior IT guru quitting their job is now the last of your worries. An outsourced team is always at your disposal to resolve issues promptly. ✓
PREDICTABLE IT COSTS	Enjoy IT support and budget with confidence. Comparable to hiring additional staff, but with a broader skillset for your investment. ✓
SCALABILITY	Easily scalable as your company grows. Reduce downtime & delays as your needs change. Keep productivity high. ✓
SECURITY	Security is the most challenging aspect for businesses. An IT provider with expertise in security & compliance can protect your company from cyber-threats. ✓
MORE TIME TO FOCUS ON YOUR BUSINESS	Your time is valuable, so spend that time focusing on growing your business, not fixing tech issues. Let your IT partner handle everything – software, hardware, tech headaches and more. ✓

■ HOW A GREAT IT SERVICE PROVIDER HELPS YOU ACHIEVE YOUR BUSINESS GOALS

Joining forces with an exceptional IT partner can be a game-changer for your business. A great IT service provider doesn't just maintain your systems – they become your strategic ally, helping you achieve your business goals and increasing your profitability.

✓ **TECH THAT WORKS FOR YOU**
A strategic IT partner aligns technology with your unique business objectives, helping you streamline operations, improve efficiency and accelerate growth.

✓ **INNOVATE AND DOMINATE**
A great IT partner helps you stay ahead of the curve on emerging technologies and, in the process, enables you to unlock new opportunities and gain a competitive edge.

✓ **NAVIGATE YOUR BUSINESS WITH CONFIDENCE**
The exceptional IT partners have all the resources and tools to analyze your data, identify trends and deliver actionable insights that empower you to make informed decisions that fuel growth and success.

✓ **SECURITY BEYOND FIREWALLS**
A great IT service provider is always ready to go the extra mile to protect your business. You can rest easy knowing your partner is taking proactive measures to safeguard your valuable data and your reputation.

✓ **MAXIMIZE YOUR TECH ROI**
By managing your technology infrastructure efficiently, a great IT partner can help you maximize your return on investment (ROI) and minimize unnecessary costs.

THE DIFFERENCE BETWEEN A GOOD AND GREAT IT SERVICE PROVIDER

Not all IT service providers are created equal. Here's a breakdown of the key differences:

Good

- ☐ Reactive
- ☐ Waits for problems to occur before taking action.
- ☐ Technical jargon
- ☐ Communicates in complex terms that can be difficult to understand.
- ☐ Standard solutions

Great!

- ☑ Proactive
- ☑ Anticipates problems and implements solutions to prevent them.
- ☑ Regular Scheduled Business Review Meetings
- ☑ Explains technical issues in simple terms you can understand.
- ☑ Security First Solutions

■ CONCLUSION

A truly great IT service provider isn't just a vendor, but a strategic ally who is invested in your success. They're ready to go beyond simply fixing problems. Instead, they offer proactive solutions that align with your business needs, boost productivity and unlock your full potential.

Ready to see the difference a great IT partner can make?

INTRODUCING THE AME GROUP

The AME Group has been a technology success partner since 1985. We view our role as a partnership with our clients and invest in their business growth, planning, and success. As a 100% employee owned company, we understand that the real engine of innovation and progress lies in the minds and hearts of our team members. Learn more at www.theamegroup.com

WHAT MAKES
THE AME GROUP
THE CLEAR CHOICE?

the ame group

*Your Technology
Success Partner
since1985*

Proven Experience in Managing Business Risk

Protecting your data has never been more important than it is today. In a world where technical tools are no longer enough, human expertise and evaluation are required to keep you safe. To tackle the ever-growing problem of hackers and ransomware, we continuously research, test, and implement innovative solutions that keep your business as compliant and secure as possible. Our advanced security certifications and expertise keep us on top of the quickly changing threat landscape. *We also practice what we preach and prove it through SOC 2® Exam & MSP Verify™ Certification.*

A Proactive IT Philosophy

We learned long ago with our own business the importance of staying ahead of constant changes to IT and security. Behind the scenes, our *dedicated Operations Support Center* is constantly monitoring your network environment for warnings and alerts of potential issues and failures. Rather than waiting for problems to arise, we proactively mitigate risk by helping you plan the improvements and maintenance required to meet your business goals.

Knowledge is the Key

Providing the highest level of service requires the highest proficiencies. The landscape of technology is ever-changing, so we maintain a dedicated training department and provide education to our staff to stay on top. Our employees' professional growth makes our business thrive and allows us to provide unparalleled service and support.

Decades of Compliance

We've worked under HIPAA compliance since enacted in 1996, the Privacy Rule in 2003, the Security Rule in 2005, and with many other industry-specific regulation. We know successful compliance with industry regulations, such as CMMC, is vital to the success and profitability of your business. *We know how to get you compliant and stay compliant, without wasting time.*

A Smarter Business Plan

While many IT companies function with a break-fix approach to technology support, a smaller number of providers offer the more proactive model of managed IT services. Very few, like The AME Group, have the knowledge to help you create a *three-to-five-year IT road-map* and improve the IT maturity of your organization. With our extensive understanding of Data Analytics, we can help you gain efficiencies and insights to increase your profitability.

Every Employee is an Owner

Through Employee Stock Ownership, we all have a stake in the success of our company. At The AME Group, we believe in always treating our employee-owners, partners, and clients with respect and kindness. We understand the importance of supporting each other, so we can give our clients great service with a smile.

We know businesses don't want to spend time servicing technology, and we are committed to helping your technology serve your business goals effectively and efficiently.

Ask to schedule a FREE Business-IT Consultation   1.800.264.8851