



What is a Managed Service Provider?

A managed service provider (MSP) delivers Information Technology (IT) related services to organizations, which usually involves remotely handling their entire IT infrastructure. The subscription-based pricing model is great for organizations that want expert services and the latest tools while reducing or eliminating the need for expensive IT staff. Services such as 24/7 monitoring, issue resolution, network security, and IT asset management all come under the scope of MSPs. An MSP also acts as an IT consultant and provides expert advice when their clients need to make strategic IT decisions. More and more organizations are opting for MSPs in order to reduce their IT risks and be ready for any future technological disruptions.

Why use a Managed Service Provider?

Partnering with an MSP gives peace of mind knowing that your IT devices, users, and data are secure and operating efficiently. A few key benefits of partnering with an MSP are:

- Improve security.
- Gain access to expertise and experience.
- Scale without expanding Human Resources.
- Provide a proactive approach to IT problems.
- Save time, money, and resources vs. in-house IT.
- Improve dependability and uptime.

Is a Managed Service Provider like a repair shop?

Some computer companies sell on-demand services via a model called "break/fix." When something breaks they will charge for the time and materials required to fix it. With the break/fix model, the service provider benefits from a customer with constant problems.

An MSP has the opposite model, providing ongoing maintenance designed to prevent problems. The MSP service agreement establishes a fixed monthly fee for service, like a subscription. A customer with constant problems is less profitable, so the service provider has incentive to act proactively to prevent problems from ever occurring.

Services Provided

Higher Ground provides a wide slate of IT services including:

- Network Server Hardware and Server Virtualization
- Network Infrastructure - Switches, Firewalls and Routers
- Security Evaluations and Risk Mitigation
- Computer Workstations, Laptops, Check-in Systems
- Enterprise Wireless Systems
- VoIP Phone Systems - Cloud or Premise
- Email Spam Filtering
- Backup Solutions
- Software Licensing

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