



Building a Technology Partnership to Last

Getting Started with IT Managed Services



Building a Technology Partnership: Getting Started with IT Managed Services



Welcome to the Academy!

It's a fact. Technology is changing what we do and how we do it faster than we can keep up. It's unlikely that anyone will argue with this. We all are feeling that combined sense of anticipation that promised growth creates with the pit-of-the-stomach uneasiness that keeping up is an impossible uphill race.

There was a time not so long ago that **technology was a “thing”** to be explored, adopted or ignored according to some long-range plan. We controlled the timeline. That approach just isn't an option today. We have to move --- fast and smart -- or be left in the dust.

That brings us to the valuable supporting role that the **new IT managed services provider** can fill in an organization. **Note “new”**. It's an important distinction, and one that is the key to an effective MSP strategic partnership today.

Back in the not so distant past our IT infrastructures were a lot less complicated. Physically connect company-owned servers, PCs, laptops, add some software to get

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them all talking, and we had a company network. It didn't matter if we had one employee or 100,000 scattered anywhere. **We controlled how and when our technology infrastructure evolved** to meet our big business plan. We grew trained IT teams in-house to fit the technology needs of the moment.

It's pretty safe to say that every company – 1 employee or 100,000 strong --- simply can't survive with that model today. We have to embrace the collective expertise of third-party service providers with very specific skills. This brings us back to the “**new**” **IT managed services provider**. Many forward-thinking providers have seen the shift to the **cloud, SaaS, PaaS, subscription services and a shared economy** and adapted.

Sadly, many MSPs are still stuck with a “what hardware can we sell the customer” mindset that makes them largely irrelevant.

Quest Technology Group has provided managed services to our software clients over the years. We have also been an MSP client. We know firsthand the total frustration in finding MSPs that are strategic thinkers. Too often their outdated scope of services left

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us with only a small percentage of our essential IT infrastructure supported.

These MSPs contributions to strategy were too often non-existent. As a result, we found ourselves crafting our own strategic technology team that left the traditional MSP behind. Time and again we have heard this same lament from companies frustrated by the disconnect between service expertise and today's business reality.

Our toolkit started as a simple internal roadmap for creating the relevant managed services we knew companies need to survive. As we began writing this, we found it quickly growing. It still is! It seemed like a great idea to share what we've learned with you, the MSP client. We have written this from your perspective -- an organization that simply wants to survive and thrive in a competitive world that is moving faster than we are.

Ready to jump in and get started?

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What's Next

[The MSP Getting To Know You Meeting](#)

[Explore the company series --- Building a Technology Partnership to Last](#)



For Your Toolkit

[Technology Partnership Organizer.xlsx](#)

Regardless of how far you go with exploring managed services for your organization, we think you will find the organizer a simple tool. Add what works for you now and come back to it anytime.



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Visit the Quest Technology Group Academy



Let's Connect Anytime

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