

Managed Services



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Virtually all businesses, regardless of size or industry, have significant information technology (IT) needs. Unfortunately, many businesses don't have the technical know-how, the personnel, or the manpower to service these needs effectively. This is where a managed service provider can help.

What Are Managed Services?

Just about any IT-related activity qualifies as a potential managed service. These include, but are not limited to:

- Data Backup and Recovery
- Network management
- Software Support and Maintenance
- Hardware Maintenance and Support
- IT Security

Many of these services can be handled outside of a contracting company's internal network structure.

Parallel Edge: Your Managed Service Provider

As your managed service provider, Parallel Edge assumes control of IT-related services for your business—on either an ongoing or as-needed basis, depending on the specific requirements of your business.

In effect, contracting Parallel Edge creates a fully staffed IT department for a small company, if that's what your business needs.

IT Problems: Endemic to Modern Business

Essentially all businesses rely on information technology to a greater or lesser extent, but that reliance grows with every passing month, as



does its complexity. That complexity naturally gives rise to greater and greater problems. Many businesses, particularly small ones with limited personnel and little if anything in the way of IT expertise, find themselves spending ever growing hours troubleshooting problems rather than working on the substance of their business.

Problems related to, for instance, network down time, have a doubly crippling effect on many businesses. Not only does the compromising of the network infrastructure make it difficult for workers to perform their jobs—dependent

as they are on smooth network functioning—but but personnel resources must be diverted to the onerous task of network repair and maintenance. And that is a job for which most, if not all, workers are less than expert.

Many small and medium sized companies simply don't have the necessary resources at hand to deal efficiently with the IT problems that seem to crop up on a daily basis.

How Parallel Edge Can Help

Contracting Parallel Edge can effectively produce an expert IT department where one didn't exist. By taking responsibility for such tasks as network stability and data backup and recovery, Parallel Edge can ensure that needed IT systems—hardware and software—continue to function smoothly, solving complex problems before they spiral out of control. When a problem does crop up, we can solve it much more quickly, with far fewer negative consequences, than an inexperienced team. Meanwhile, your employees can focus on their own areas of expertise—the substance of the business itself.

And, of course, Parallel Edge will only take on those tasks that you request. For

those IT areas where you want to retain control, you do. You never surrender any IT assets and the systems management process remains entirely transparent.

A Technical Solution for Small and Medium Sized Businesses

While most large businesses have the assets and economies of scale necessary to fund and maintain IT departments, filled with experts, that's rarely the case for small and medium sized businesses. For them, outsourcing some or all of their IT woes to Parallel Edge may make good sense.



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