



**TOP CHALLENGES AND SOLUTIONS**  
for today's technology leaders



## Balance Remote and In-Person Operations

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- ▶ **Challenge:** Now that organizations across the country have seen that remote working can be productive and sustainable, many are considering a permanent hybrid operating model. They are looking to take the benefits of a cloud-based infrastructure to the next level. End-to-end digital transformation using cloud technologies is the greatest enabler for this shift.
- ▶ **Solution:** Managed cloud hosting enables businesses to quickly migrate workers to a cloud environment to support remote and multi-site workforces who demand anywhere, anytime network access. With a team of trusted experts overseeing migration, management and optimization, managed cloud hosting enables organizations to gain better visibility and control over their cloud environments to minimize risks while allowing employees to work flexibly – switching easily between remote and in-person operations as needed.



## Protect Against Growing Ransomware Attacks

- ▶ **Challenge:** As seen during the pandemic, the sophistication and scale of malicious attacks are growing. Cyber criminals are implementing large-scale, multi-vector mega-attacks, sparking an urgent need for advanced, real-time threat prevention, detection and response that protects all perimeters – networks, virtual clouds, remote offices and mobile operations.
- ▶ **Solution:** Managed security helps organizations improve their cybersecurity resilience against ransomware and malicious malware with a multi-tiered security defense fully managed around the clock. Real-time detection and response provides 24/7/365 security monitoring and alerting of your critical systems to improve visibility, time to detection and incident response. Endpoint security protection enables deep visibility into every device and application running on-premises and in the cloud. Regularly scheduled patch management ensures weak entry points are patched and updated to proactively minimize the vectors that attackers can exploit.



## Recover Data Quickly When Disaster Strikes

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- ▶ **Challenge:** The stakes of protecting mission-critical data have never been higher. An unexpected data breach, ransomware attack, power outage, equipment failure or natural disaster can easily bring a business to a standstill. Too often IT teams take the reactive path of “waiting” for a disaster to occur, and then discover too late they can only partially recover their data.
- ▶ **Solution:** Managed data backup and recovery proactively safeguards an organization’s critical data in a secure, cloud data center disconnected from the network. In the event of a crippling data breach or disaster, a team of experts can restore specific virtual machines or an entire IT environment in minutes or hours, depending on predetermined Recovery Point Objectives and Recovery Time Objectives. They fully support all backup scheduling, alerts and testing processes ... freeing your internal IT staff from the day-to-day business continuity burden so they can concentrate on other critical network activities.



## Bypass a Growing IT Skills Shortage

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- ▶ **Challenge:** Rapid advances in artificial intelligence, robotics, Internet of Things, blockchain, 5G networks and other emerging technologies are happening in ever shorter cycles, changing the very nature of the skills needed to do them. With a widespread shortage of qualified IT talent, many organizations struggle to stay relevant and competitive.
- ▶ **Solution:** Managed service providers give organizations access to scarce IT skillsets, on a pay-as-you-go basis. MSPs already have certified engineers knowledgeable in the latest technologies who can become an extension of your team. Everything from moving to the cloud, monitoring IT operations, help desk support to managed security and data backup and recovery, they can do the heavy lifting for you. By letting outside experts manage your network and security activities, you can free time for your staff to focus on what matters ... taking care of your customers and helping your employees stay productive.



## Improve Uptime and Network Performance

- ▶ **Challenge:** Downtime ... it is the curse of every business operation. In today's "always on" digital world where everything is interconnected, there is an urgent need for central visibility across multiple locations to prevent network issues from happening in the first place.
- ▶ **Solution:** Managed network monitoring and management monitors the health of all networks, servers and devices in real-time to increase network reliability and performance. Using advance portals providing full visibility into critical IT components, a team of engineers watch your organizations' infrastructure around the clock overseeing granular administration of cloud applications, network devices, servers and security tools. They will identify, validate and respond to issues before they become large downtime events.



## Ensure Anywhere, Anytime Access

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- ▶ **Challenge:** Workers today expect flexibility in where, when and how they work, while also choosing the best applications and services to accomplish their jobs and manage productivity. Organizations are looking to futureproof their IT infrastructures to support the high demand of speed and bandwidth for online video, voice and cloud applications along with security protection to minimize risks.
- ▶ **Solution:** Unified Communications-as-a-Service integrates phone, instant messaging, video conferencing and voicemail applications together onto a unified, cloud platform. Fully managed by a team of experts, UCaaS lets organizations connect with employees or customers from the road, from home, at any branch office or anywhere business takes them. It's the best way to innovate for anywhere, anytime collaboration without the fuss.



## About Magna5

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We provide value to customers by bringing together enterprise-class platforms from leading vendors and a 24/7/365 fully managed Operations Center. We work with private and public businesses of all sizes — from government agencies and manufacturing organizations to mid-market and large-scale operations. With proven experience and a powerful suite of managed IT solutions, Magna5 brings the right solutions to ensure an organization's success ... now and into the future. Whether moving to the cloud, monitoring IT operations, help desk support or needing managed cybersecurity and data backup and recovery, we can help.

**Contact us for a free demo and consultation.**