

FM Elite vs. Internal IT

Benefits of outsourcing in a digital-first world



	FM Elite	Internal IT
SLA-driven 24/7 support	<ul style="list-style-type: none"> 7 days a week, 24-hour user and network support SLA outlining response times based on severity Proactive NOC & SOC monitoring for all devices 	<ul style="list-style-type: none"> Best effort support from 9am 5pm, Monday – Friday Vulnerability to sick days, vacation, and resignation Reactive, ad-hoc support due to lack of tools & visibility
Reporting & documentation	<ul style="list-style-type: none"> Real-time SLA performance and device information 100+ performance analytics reports within FMX Portal SOP creation for hardware and software configurations 	<ul style="list-style-type: none"> Lack of visibility into service performance and devices Very little documentation framework and SOP creation Loss of historical data/ knowledge when IT member resigns
Enterprise-level security solutions	<ul style="list-style-type: none"> World-class security toolset deployed during on-boarding Anti-Virus, Anti-Spam, RMM, DNS Security, Network Monitoring <p>Fully Managed Product Steering Committee</p> <ul style="list-style-type: none"> Assigned to selecting and reviewing security solutions to optimize the toolset and update clients' security posture with the latest and most secure security measures 	<ul style="list-style-type: none"> Inconsistency in reviewing and deploying top security tools Lack of familiarity of the security marketplace, leading to loss of product functionality, effectiveness, or worse, vulnerabilities Organization's security posture is the sole responsibility of a senior IT team member (lack of collaborative consumption)
Governance framework	<p>Fully Managed follows ITIL best practices</p> <ul style="list-style-type: none"> SLA-Based Support Structure Knowledge & Change Management Protocols Ongoing Certifications & Compliance (SOC 2 Type 2) Industry Leading UX - FMX Portal for Workflow Automation 	<ul style="list-style-type: none"> Little to no governance framework due to lack of bandwidth (primarily from supporting) Lack of ITIL framework knowledge and experience Creating governance framework is rarely a deliverable
Virtual CIO (vCIO)	<ul style="list-style-type: none"> Performs the function of a conventional CIO Focuses on understanding the business, processes and technology's role and impact within the organization Provides a strategic IT Roadmap document outlining timelines and budgets for critical IT initiatives 	<ul style="list-style-type: none"> CIOs are an extremely expensive resource to hire The core deliverables and responsibilities of a CIO trickle down to unqualified members of the IT team Lack of development and management of an IT Roadmap
Professional services	<ul style="list-style-type: none"> 60+ project technicians Scope and deliver IT projects on time and on budget Clients are provided with a Statement of Work (SOW) outlining project deliverables, timelines, assumptions, etc. 	<ul style="list-style-type: none"> Always balancing end-user support, network support and critical projects Projects are often delayed, negatively impacting the business with loss productivity and employee satisfaction
Dedicated support team	<ul style="list-style-type: none"> Account Manager – POC for everything Fully Managed Client Technical Lead (CTL) – Service Requests and Escalations Dedicated vCIO – Technology Strategy & IT Roadmapping 	<ul style="list-style-type: none"> IT teams often suffer from high turnover, leading to a lack of cohesion across their defined roles and responsibilities Lack of dedicated roles lead to IT team members pulled in multiple directions, leading to a poor user experience
Client service improvement process	<ul style="list-style-type: none"> Quarterly Client Heartbeat surveys and instant ticket surveys Support methodology is built on both positive and negative feedback Fully Managed receives from clients 	<ul style="list-style-type: none"> Organizations lack defined mechanisms for users to provide immediate feedback regarding internal IT Users providing constructive criticism to their fellow IT colleagues may cause friction or tension in the workplace