



Frustrating IT Issues

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Introduction

Doing more with less is an imperative for every business to be successful in order to keep costs down, to remain competitive, and because it is not always possible to find enough of the right people to fill positions.

Technology holds the promise of helping you get there but most businesses never obtain it for two reasons.

- 90% of technology approaches are reactive only focused on keeping the day to day running
- IT is thought of as G&A not a functional area so it is treated like an expense and put under finance to be cost controlled

In addition if your IT group isn't doing everything it should to make your company cybersecure, you are inadvertently putting the future of your business at risk.

Learn

What your IT should be doing to help create a secure, predictable platform for you to scale your business more easily and profitably.

- What good managed IT support looks like
- The difference between reactive and proactive IT
- How to implement IT strategy that drives business growth
- How to managed IT to metrics.

Whether your skeptical if your current technology plan can support your business plan, feeling like IT costs too much for what they get, or just wanting to make sure you are not missing something, I wrote this eBook to help you.

Sam Bloedow

Sam Bloedow (Founder and CEO of Thriveon)

About The Author



Trusting your business can run smoothly with technology seems impossible when your current IT provider is slow to respond and the guidance is reactive. An IT strategy needs to be effective, support growth, and help get your business where it needs to be.

At Thriveon, we believe current IT methods aren't good enough—period. Your managed IT provider should be doing more than just patching issues and managing the day-to-day. They should be proactively preventing issues altogether, before they disrupt your people, and guiding you on the changes to make your business more efficient.

Back in 2005, your struggles were our struggles. We knew we needed a different solution, and so we built one. For the last 15 years, we've deployed an IT approach that supports and guides your business's entire technology spend, including software, hardware, and services so your business can do more with less. We help align your company to best practice standards with a 500-point inspection, reducing security issues and vulnerabilities by 90%, and proactively eliminating risks before they become a problem. It's time for a solid IT strategy to support your business growth and enable you to scale your business the right way.

Sam Bloedow, CEO

Thriveon

sam.bloedow@thriveon.net



- CHAPTER 1 -

When IT is just not your job

When IT is Just Not Your Job

You may be asking yourself, “How did I get here? I’m not an IT expert.” You might have been hired as the Finance Director, Chief Operating Officer, or another executive leader of the business, and Information Technology was put under your responsibilities. However, you are running around spending most of your time trying to manage IT issues that inevitably crop up which is taking away from your main responsibilities. Let’s face it. It’s taking A LOT of your time and energy. You wonder, “Is this just the way it is?” and “Can our IT even get better?” The answer is yes! But first you will have to delegate the IT to an expert in the field. If you don’t, you run the risk of losing time, money, and security of your business.

Get IT off your plate

The first step to getting you back to your daily work responsibilities is to delegate the IT hiccups to an expert in the field. With Managed IT Services, the employees in your company will get 24/7 access to support and monitoring. In addition to on call IT support, Thriveon’s proactive IT approach sets your business up for IT success with an IT strategy that aligns with every department and the business as a whole.

[Read 5 Questions to Ask When Evaluating Managed IT Services](#)

Get an IT strategy in place

With a proactive approach, IT is not reactive. It is not a whole host of frustrating IT support tickets bogging up your employee’s time and energy. Strategic audits and alignments to your unique business’ needs eliminates the need for constant support requests. And you’ll see more satisfied and productive employees too.

Delegate IT to the experts

With a proactive approach, you’ll receive a dedicated Chief Information Officer at the helm of your IT strategy implementing over 500 best practices to your processes. With an IT expert in your corner, you’ll no longer have to manage the daily operations of IT, and with employee access to our remote support center, you can get back to work on what you do best!

If you’re in a position where you’re stuck managing the daily IT operations, yet it is just not your job: give us a call or schedule a meeting for your [FREE IT STRATEGY](#) session exclusive to your industry.

A firefighter in silhouette is shown fighting a large fire. The firefighter is wearing a helmet and a jacket, and is holding a hose. The fire is bright orange and yellow, with a large plume of smoke rising from it. The firefighter is positioned in the center of the frame, with the fire on either side. The background is a dark, smoky environment. The overall scene is dramatic and intense.

- CHAPTER 2 -

When You're Constantly Fighting Fires

When You're Constantly Fighting Fires

You're not a fire fighter. You may not even be in IT. But are your days spent constantly solving IT issues for you and your staff, fighting IT fires? Or are you submitting ticket after ticket to your IT team because issues continually crop up? If your technology is causing more harm than good, it is a good time to consider a proactive, comprehensive approach to your information and technology.

Is IT causing more harm than good?

You have an idea of what IT can do for you and have great technologies in place, but you're unsure if your organization is using them to their full potential. You need strategy and understanding of its capabilities. Technology needs to do more than just sit there and work. When you're constantly fighting fires or issues, you lose precious productivity of your work, and it means the technology is not working to its full potential for you. You don't have to keep operating like this!

[Read more: Compare Managed IT Services](#)

What can IT do for my company?

You probably have a good idea that a managed IT organization can do more for your organization than just prevent fire drills, yet you want to see how IT can help your employees be more efficient and move your organization into the future.

How can I get more out of IT with a strategy?

With a proactive IT strategy in place, you won't have to fear you're not doing all you can to keep your company up to date with the latest IT technology and best practices. Your IT will no longer keep you and your employees back from being as efficient as you can be. There is no more firefighting!

When you work with Thriveon, we'll be your strategic partner who will help your company stay on top of cutting-edge IT technology with measurable outcomes. Not only will we prevent IT issues, but we will demonstrate strategic outcomes, envision a future state of IT, and solve tangible business problems.

*Schedule your **FREE IT Strategy session** exclusive to your company!*

A man with a beard and short hair, wearing a white long-sleeved shirt and a dark vest, is smiling and looking towards the camera. He is standing next to a window with a wooden frame and a metal handle. The background shows a blurred cityscape. A large green semi-transparent rectangle is overlaid on the right side of the image, containing the chapter title and subtitle.

- CHAPTER 3 -

When You No Longer Have Your IT Person

When You No Longer Have Your IT Person

As a business leader, when a valuable internal IT employee moves on whether they are moving out of state or seeking a new opportunity, it can leave a hole in your personnel and daily operations. You might have relied so heavily on this person and have no idea of the internal workings of both hardware and software at the organization. You need a fast solution to the impending vacancy in your IT support and planning; but you're not quite sure what you need!

Whether you're looking to fill a gap in your IT or supplement an internal IT team, you need a team of experts in place to guide your entire technology spend, not just doing fixes when things break.

[Read: Reactive IT vs. Proactive IT](#)

What is the frustration when your IT person leaves?

Because your recent IT employee has been at the company so long or has so much knowledge of the ins and outs of your IT, you don't have clear insights into the day-to-day obligations or where the company stands in terms of security and support when they leave, and it leaves your organization particularly vulnerable.

You may also not even be sure where to begin with managing IT, but it has fallen on your shoulders! You want to avoid having to fight future fire drills without having the support to fix the issues.

Thriveon can help!

You might be trying to decide between using an external IT services company or hiring directly. Thriveon is a reliable solution to replace or supplement an internal IT hire. Let us be your partner and discover not only how we prevent fire drills, but also work to help create better processes for your current technologies.

Book [your time slot now](#) for an exclusive IT Strategy Session.

A photograph of a man in a blue shirt and red tie, looking down. A green semi-transparent overlay covers the upper half of the image, containing text.

- CHAPTER 4 -

When Your Current IT Isn't Cutting It

When Your Current IT Isn't Cutting It

You may have an internal IT team or outsource your IT, but when your current IT situation just isn't cutting it, a lot of issues will fall into your lap. You don't have the time to deal with IT issues that come up and it is upsetting that there is seemingly no way to prevent them from happening.

Your goal is to spend less time managing IT issues and processes, yet you get excited about creating better efficiencies across the board in your business. You are already responsible for so many day-to-day responsibilities that fixing IT issues is not necessarily a priority for you. But do you believe IT will just never work for you and this is as good as it gets?

[Watch now: The Missing Seat in the C-Suite](#)

Change can be scary, but it doesn't have to be

Do you fear making a change? What if the switch in IT processes makes things even worse than it was before? Do you have any worries about vendors taking advantage of you?

If so, you are not just worried and stuck managing the IT for your company, your business' IT is dysfunctional and slowing your people down. It doesn't have to be this way!

With a proactive approach to IT, you get more for less. We've been building a better way to do IT since 2005. With a 500-point IT inspection, your business will be aligned to industry's best practices and reduce issues. By supporting and guiding your entire technology you won't be overspending on disparate technology.

With Thriveon as your strategic partner, you will be getting IT results you had previously questioned were even possible. We redefine the definition of good IT to unlock the true value technology can bring to your business.

Schedule a [FREE IT strategy session](#) to learn more.

The background of the slide is a photograph of a road with the word "SLOW" painted in large, yellow, block letters. A semi-transparent green rectangle is overlaid on the center of the image. The text is centered within this green area.

- CHAPTER 5 -

Slow Response Times

When Response Times Are Slow

Slow IT response times means less productivity and more frustration for you and your colleagues. Two things you shouldn't have to deal with on top of the technology issue itself. You have invested in IT resources, whether it be an internal team or an outsourced Managed IT firm, and this investment should not come at the cost of your time. In fact, Managed IT services should exist as part of your IT strategy to free up your time and take IT worries off your plate. If you're experiencing slow response times, let's take a look at why and what you should expect instead.

What is the cause of slow IT response time?

With reactive IT, the IT provider focuses on keeping the day-to-day running which does not leave time to proactively plan with an IT strategy. This leads to floods of support tickets since issues were not thought of and dealt with beforehand. What do we mean when we say response time? We're not just talking about an automated scheduling ticket response. At some firms it can take days before issues are even worked on! When we say response time, we mean an engineer's response and a resolution begins.

[Read: 5 Reasons to Outsource Technology Management](#)

Why is Thriveon's IT response time different?

With 100% of issues that come through our door, we have a **same-day response time** from the IT engineer who begins work on the client's ticket. For emergency and can't log in requests, clients see a response from us within **6 minutes**.

We can hit these response time because we have 10% of the number of tickets because we're not flooded or overrun by support requests. We focus on prevention strategies and work toward the ambitious yet achievable goal of zero tickets and 100% client satisfaction and security. Our clients are ecstatic when they don't have issues, and technology runs as it should.

What should I do if there are slow response times?

If your current IT support technicians are slow to respond or have poor ticket resolution time, it is time to look at where the efficiencies and effectiveness are lacking. We believe in a proactive solution to IT, and we can help.

Schedule your [FREE IT Strategy session](#) to learn more.



- CHAPTER 6 -

When Maintaining Compliance Becomes an Issue

When Maintaining Compliance Becomes an Issue

Are you in an industry such as legal, manufacturing, or healthcare where compliance is key? Is compliance a huge stressor for your role? You may have thought, “if there is a better way to manage IT, I want to know it.” Most industries have their own set of standards for compliance, and all companies want to keep their customer and employee data safe and secure.

Watch webinar: [The Business Leader's Role in Cybersecurity for the Modern Workplace](#)

HIPAA compliance for healthcare

For hospitals and healthcare companies in the Twin Cities, HIPAA compliance is of utmost importance. When you are extremely busy managing the requirements of your job and keeping the stressor of maintaining HIPAA compliance in the back of your head, you need a vendor who can help with passing audits and creating a secure reputation for future employees and patients.

Technology that supports compliance

Likewise, in other industries you find the upkeep of compliance to be a challenge and a stressor when your technology partners may just not be getting it right for you. You need a hassle-free way to ensure that compliance is met in the event of an audit. You have a fear of not passing an audit and it being something that could have been prevented, and your goal is to create solid processes across all departments to ensure everyone is meeting compliance standards to avoid fines and legal issues.

We can help maintain Compliance

At Thriveon, safety, privacy, and security are top priorities along with recognizing the need for ongoing audits and meeting compliance, no matter what industry your business is in. Thriveon is your strategic IT partner who will help your organization manage the compliance process. To help with that, we have maintained our own compliance in the CMMC (Cybersecurity Maturity Model Certification and CompTIA's Security Trustmark and Managed Services Trustmark.

Schedule your [FREE IT strategy session](#) to discuss your compliance and technology needs today!



- CHAPTER 7 -

Not Getting Good Guidance

When You're Not Getting Good Guidance

You already know the value of having a dedicated IT team, whether internally or outsourced. But have you considered whether the IT guidance you're receiving is right? Is it optimal for your business and your industry? Are they following new standards of best practices or continuing to go with what they know day in and day out?

Information Technology is continually evolving and changing, so what was true a month or two ago, may not continue to be true today. When your IT group is not adapting to the new revolutions or staying up to date with the knowledge of the ever-increasing prevalence of cyber-attacks, it leaves your business vulnerable and without a solid direction. IT is a business issue, not a technology issue. You need a solid plan in place at the strategic plan level in line with other business functions like sales, operations, marketing, finance, etc...

[Read: 5 Questions to Ask When Evaluating an IT Services Company](#)

When an IT group isn't delivering on response times, critical support issues, implementing security patches, and informing you of which licenses need to be renewed and what hardware needs to be replaced so you can budget, it prompts you to search for a new situation. You're not receiving good IT guidance. Companies choose a managed IT services provider when they are looking to outsource the IT function of their business to an organization who has greater expertise than they could otherwise develop with the fraction of time they have internally.

When your IT group is not laser focused on delivering the right end results, your business suffers:

- Issues solved after they are reported and affect your people: costing you time and money
- Risk is unknown: leaving you surprised by unexpected problems
- No guidance, leaving it up to you to figure out the most important and expensive parts
- Not cybersecure: leaving your network and information vulnerable to attack

By working with a firm whose primary focus is providing a truly proactive IT service they will bring you into alignment to best practices and guide your entire technology spend, eliminating issues before they start and enable your business to do more with less.

With Thriveon, in addition to 24/7 support and monitoring that you'll find in traditional reactive IT models, your business will gain proactive audit and alignment to IT best practices to prevent issues from arising AND guidance and direction on an IT plan and budget to help your business do more with less.

With our proactive IT approach, you'll receive:

- Named Chief Information Officer
- Monthly steering meetings with your executive team
- Known multiyear IT roadmap, productivity initiatives, risk, and budget
- Guidance on all technology: hardware, software, services warranties, versions, and other important parts of proactive IT lifecycle planning and management

Schedule your [FREE IT Strategy session](#) to get started.



Schedule a Consultation

Learn more about the benefits our proactive approach would have in your business.

[Schedule a Consultation](#)