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INFORMATION SERVICES



the **RIGHT IT**
SOLUTION

For Any

SMALL BUSINESS



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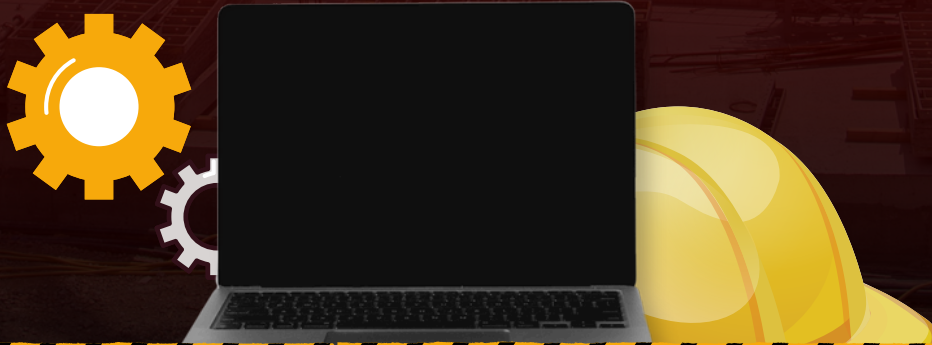
HOW PARTNERING WITH A MANAGED SERVICE PROVIDER IMPROVES OPERATIONS AND OUTCOMES

Small business is **vital** and full of significant opportunity — but to seize that opportunity, businesses must navigate all kinds of **hurdles** and **roadblocks!**

It's an industry that can move all too **quickly** or **not at all**. Projects can swing from monotonous and predictable to chaotic and out of control in an instant. And competition for business (not to mention employees and subcontractors) can be fierce...

The right technology solutions — and the right technology partner — **can provide a competitive edge that sets your company apart.**

In this E-book, we'll walk through some of the **major pain points** in small business — alongside each one, we'll show you how working with a **managed services provider** alleviates challenges to business success!



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PAIN POINT:

PHISHING SCAMS AND OTHER FINANCIAL SCHEMES

Small Business **moves quickly** and deals with **invoices** and **communications** from numerous suppliers, vendors, and subcontractors.

Making matters worse, **key decision-makers** may handle these communications in less than ideal conditions: it's not hard to imagine responding from a dusty mobile device with a cracked screen on a job site with poor connectivity.

In this environment, bad actors attempt to gain access to **information** and **credentials** through **phishing schemes** and other **financial** and **data attacks**. They may impersonate a supplier or a well-known vendor, and they may ask for details or information that doesn't seem all that out of the ordinary. But give the wrong information to the right scammer, **and your company is in for a world of hurt.**

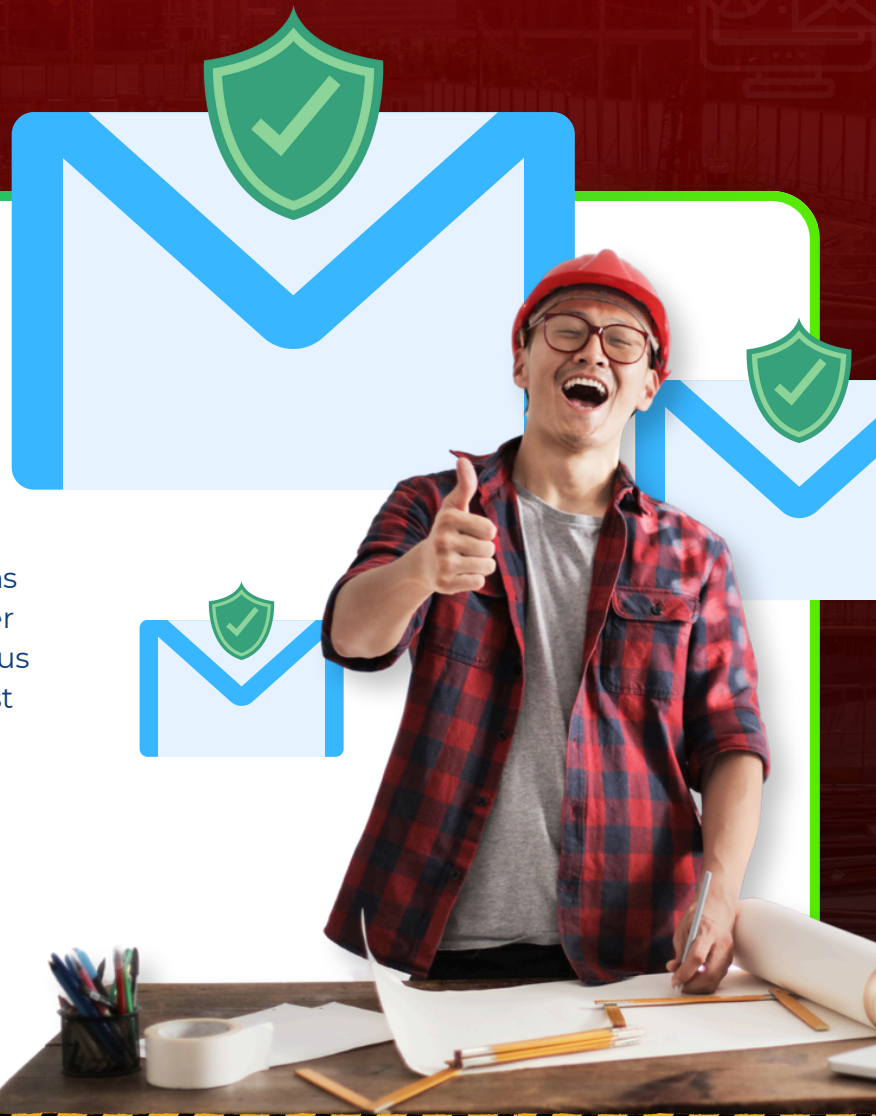


SOLUTION:

EMAIL SECURITY AND PHISHING PROTECTION

Your managed services provider can implement **robust email security solutions** that include **phishing protection** and other **security elements**, stopping more malicious messages from reaching inboxes in the first place.

Tools such as **Microsoft Defender**, **Proofpoint**, **Sophos**, and **IRONSCALES** leverage AI-driven phishing detection to **root out attackers and keep your personnel safer.**





PAIN POINT:

BID AND RFP MANAGEMENT

Keeping track of bids and customer data is a **hassle**. And as a small business grows, this part of operations can become **hard to manage well**. End clients have differing requirements, forcing companies to **tweak their workflows a dozen different ways**.

It's even difficult to put in place **repeatable processes** because of the need to create, submit, and store project bids and customer data **in all sorts of formats and systems**.

The result: significant amounts of manual work with a high potential for human error. **Each error tends to be costly as well, creating rework and delays.**



SOLUTION:

UNIFIED PLATFORM FOR BID AND RFP MANAGEMENT

MSPs can **procure** and **configure** a centralized platform that can handle all the necessary parameters and details involved in managing bids and RFPs. Systems such as **Procore** or **Buildertrend** can streamline and even automate bid and RFP submission, tracking, and storage. **It's even possible to do so across multiple formats and client systems.**

By unifying systems and processes for bid and customer management, small businesses **can reduce manual work** and the **errors** that come with it, freeing up resources to keep the business moving forward in other ways.





PAIN POINT:

MANUALLY CONVERTING BIDS TO INVOICES

When a bid or RFP turns into a job to be done, there's even more manual paperwork to deal with. Whatever system or format that bid took, **now it's time to convert it into an invoice (or multiple invoices).**

Here just as before, the work is tedious and manual, taking up **valuable time** from your office personnel. And like any manual process involving copying information from one place to another, **the risk of introducing errors is high.**



SOLUTION:

AUTOMATED BID-TO-INVOICE CONVERSION

Several financial applications exist that can convert bids into invoices seamlessly, **but none of them are ready to operate out of the box.** These applications must be implemented **carefully** and **integrated** with existing tools (including the bid and RFP management platform mentioned earlier).

A qualified MSP can implement and integrate tools that allow your firm to automatically convert bids to invoices, **once again saving time and reducing the likelihood of introducing new errors.**





PAIN POINT:

PERSONNEL CHALLENGES (SUBCONTRACTORS AND CREW)

Small businesses and firms face **plenty of challenges** around personnel. One is **finding** and **securing** subcontractors who reliably meet their commitments and do **high-quality work**. Another is managing crew dispatch, ensuring that the right crews consistently **reach their job sites on time**.

Both of these challenges are made **worse** by a tight labor market where there's often **competition** among companies for the same workers. Subcontractors may have **more jobs** coming their way than they can realistically handle, **contributing to issues with both reliability and quality**.



SOLUTION:

SUBCONTRACTOR AND FLEET MANAGEMENT TOOLS

By engaging a managed services provider in a vCIO consulting capacity, small business can develop and implement systems to manage both **subcontractors** and **dispatch**. These systems can:

- **Vet and track subcontractors**
- **Ensure the quality of subcontractor work**
- **Optimize crew dispatch**
- **Align crew size and specializations to the needs of each job site**
- **Provide real-time tracking of crews**
- **Offer task management capabilities**

Together these systems will increase **efficiency, reliability, and on-time completion of projects**.





PAIN POINT:

DEVICE WEAR AND TEAR

Dispatch needs to **communicate** with job site personnel, but the hardware and mobile devices used on the job site tend to take a **beating**. The added wear and tear leads to a **quicker replacement cycle** and **numerous problems** when devices break prior to replacement.

Needless to say, replacing hardware more frequently (**and on a rushed or emergency basis**) is **costly, time-consuming, and disruptive.**)



SOLUTION:

RUGGED HARDWARE AND MOBILE DEVICES

MSPs can provide small business clients with **rugged hardware** and **rugged cases** for mobile devices. Dell Latitude Rugged laptops, Otterbox and LifeProof phone and tablet cases, and other products are built to **withstand** the punishing conditions common at customer sites. While rugged hardware carries a slightly higher upfront cost, it also **reduces** out-of-cycle replacements and helps devices last longer.





PAIN POINT:

COMMUNICATION DELAYS AND INEFFICIENCIES

In any project, circumstances **can change quickly**. And since firms typically have personnel and subcontractors deployed across **numerous projects** in different physical locations, communication **can be a challenge**.

Here's an example. Say you discover an **incoming delay** on a job site or end up needing to make a **last-minute change**. You need to get this information to numerous personnel, but you aren't anywhere near the job site. Phone calls go unanswered, emails sit in inboxes, or only half of the people **who need the communication see it**.

The end result: inefficient, avoidable delays, rework, and wasted time.

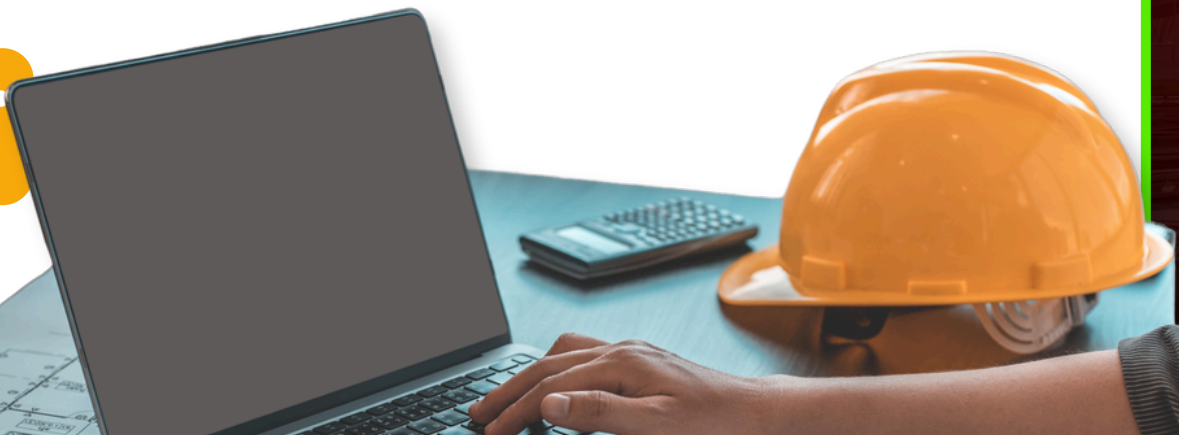


SOLUTION:

MOBILE-FRIENDLY REAL-TIME COMMUNICATION PLATFORMS

Modern real-time communication and collaboration tools such as **Microsoft Teams** and **Slack** enable smoother one-to-one and group communication that **works better** than email for real-time comms. These platforms include **instant messaging, voice messaging, and voice and video calling** so your field teams and office personnel can stay in touch at all times. Dispatch can inform teams of any changes or delays, keeping field personnel engaged and on task.

Bonus: these platforms are **mobile friendly**. That means you can pair these with the rugged devices mentioned in the previous solution for a mobile-first comms solution that holds up on every job site.





PAIN POINT:

HIGH EMPLOYEE TURNOVER

Like any industry experiencing a labor crunch, many small businesses are **plagued** with **high employee turnover**. This creates numerous **trickle-down problems**, including:

- ▶ Time lost to onboarding and training new employees (**especially with inefficient or manual processes**)
- ▶ **Frequent provisioning** of new devices and decommissioning of devices from employees who move on
- ▶ **Inefficient work** as new hires take time to become fully productive

Of course, employers can and should do what they can to reduce employee turnover, but turnover will always be a challenge **to navigate within the industry**.



SOLUTION:

AUTOMATED ONBOARDING/OFFBOARDING AND DEVICE PROVISIONING/DECOMMISSIONING

With the right mix of technology solutions, small businesses can **automate** many aspects of personnel onboarding and offboarding. **Basic training** and **orientation information** can be delivered via video using a CMS or LMS, ensuring every new hire gets the same information.

Software tools can help with device provisioning and endpoint management along with decommissioning devices when employees move on. Microsoft Intune and Jamf Pro are two tools that can speed up device management, **saving organizations time and increasing their level of security and compliance**.



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Small Businesses face **many challenges**. But at the same time there are countless tech-fueled opportunities to simplify operations and accomplish more — **especially for businesses who are ready to take the next step!**

By **modernizing operations** and **adopting the right tools** and **processes**, your firm can gain a **competitive edge** in terms of speed, efficiency, accuracy, and responsiveness.

Partnering with our team is the smart choice for Small Business in Morgan and Madison County: we understand what it takes to succeed — **especially the resources needed to bring businesses into the modern era.**

Ready to explore what we can accomplish for your firm?

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**REACH OUT
TODAY!**