The Technology Performance Driver

Managed IT Support focused on maximum efficiency in business

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IT Powering Profits

Table of Contents

How does technology drive business success and productivity?

Every business has Three Technology Drivers. They drive:
1. Your **Technology Performance** – how well the technology you use in your current operations supports your people to build your business.
2. Your **Technology Innovation** – your processes, capacity, and capability to improve and grow your business.
3. Your **Technology Security** processes that keep your systems and business secure and resilient.

Each Driver plays a critical role in your ongoing business success and affects every part of your business.

They're more important than ever before in a world where:
- Technological solutions are multiplying.
- Societal and environmental changes are rapid and disruptive.
- Cybercrime has become an organised global industry.

It can be tempting to think that a single technology provider or computer application can do everything – but today that is simply NOT possible. Operating on this assumption carries significant business risks – risks that could result in dangerous, expensive, and potentially terminal business consequences.

To ensure that your foundations are strong, it's essential that you understand the **Three Technology Drivers of Business Success** and evaluate each one independently.

You could find that you are:
- Underinvesting in high-performance IT support.
- Overfocusing on Innovation.
- Misspending on cybersecurity.

All are equally damaging to sustained business success. An imbalance in any direction will weaken your business foundations, reduce your business productivity, increase your business costs, and threaten your business' future.

Get the balance right and you get digital transformation (instead of digital chaos).

Profitable digital transformation is possible – and much less stressful than daily digital chaos. It requires balance. To maintain a productive equilibrium, you need to know how to identify which of your Technology Drivers are out of balance and how to engineer each one to create the foundations for business success. You will be able to decide how to balance them and whether you need to invest in internal resources, consulting services, external partners, or applications to increase your productivity, security, and business results.

That's why we've written this whitepaper – to help you understand how technology can drive your business' success to new heights.

1. Performance

1.1. Imagine your business running at 100% operational efficiency every single day.

How much more you could achieve? Who could you reach? What new heights you could get to?

The fundamental Driver of business success is high-performance IT support for your **current business systems and technology**. Having fast, seamless support for what you do today, is a key investment in your continued business growth.

While this goal is a challenging one and complex to reach, it is a goal that's well worth committing to AND investing in – so that you can identify what you need to achieve sustained high performance.

Many businesses choose to outsource this Technology Driver using an IT Managed Services Agreement. However, not all IT Managed Services Agreements are created equal. Some are engineered in ways that limit their benefits (one example is not having a single point of contact). Others try to cover too much ground and include all three Technology Drivers in a single agreement (which usually means that none are properly engineered).

A **High-Performance IT Support Agreemen**t will remove roadblocks, implement workarounds, and ensure that your current systems and technology are maximised to operate at peak performance efficiency every day. Laser focus on your current business operations and IT performance levels will save you money and stress.

1.2. How do you know if you have High-Performance IT Support that will drive your business success?

If you have High Performance IT Support, then your technology is **so** efficient that it is transparent. Your staff not only spend their days fulfilling customer needs and managing expectations, but they also have the time and resources to go above and beyond.

You will know if your IT Support is focused on performance if you have:
- Confidence that **your business is thriving** in the face of a changing world.
- **High performing staff** who get their jobs done.
- **Happy customer**s who enjoy doing business with you.
- Occasional and **quickly resolved technology problems.**
- Consistent, **reliable systems and processes.**
- **Enhanced business results.**

1.3. How would you know if your existing IT support is NOT focused on performance?

You will know your IT Support is not committed to performance if you have:
- Recurring technical issues that never get solved.
- Time wasted loading, using, and swapping between applications.
- Ongoing problems that get endlessly passed back and forth between vendors - (such as your ISP and the NBN).
- Hours spent working out who to call and then trying to get hold of them.

- New hires who spend weeks "getting up to speed" because they don't have the equipment, the procedures, the access, and the training they need.
- High staff turnover because people leave just as your team is becoming more productive.
- Your best people spend time doing computer support rather than the job you hired them to do.

1.4. How is High-Performance IT Support engineered?

High-performance IT Support doesn't happen by accident – it's carefully engineered. This is what it should look like.

High-Performance IT Support *delivers* with:
- A practical support desk that people WANT to call - one engineered for maximum productivity which includes:
  - o A single point of contact for ALL issues.
  - o A stable support team resourced with skilled IT consultants who know your business and your people.
  - o A fixed-price support contract that removes cost anxiety and authorisation roadblocks. People can "call early, call often" - and issues get fixed early.
- Clearly defined processes for:
  - o Incident management to get people back to work fast.
  - o Change management to deal with changes to staff, roles, and equipment.
  - o Problem management to identify and resolve recurring issues.
- Good asset and vendor management with:
  - o All supported assets documented and registered.
  - o All vendors, contracts and contacts identified.
  - o Experienced support technicians who manage the process, minimising disruption to your business.
- A library of best practice SOPs for all business functions that identify business processes and supporting technology.

High-Performance IT Support *requires*:
- Problem Management and Root Cause Analysis to identify and remove the reason for the ongoing poor performance of an IT system.
- Capacity / Trend / Performance Monitoring and Analysis to anticipate future proof performance. The monitoring and analysis will need to cover the following areas:
  - o Applications.
  - o Network incl WAN, WIFI.
  - o Infrastructure.
  - o Cloud.

High performance IT Support covers:
- It should cover the technologies and the IT services that will ensure your current business is running at its best, giving your staff, customers, and suppliers, the support they need to get their work done.

1.5. A quick checklist to evaluate whether your IT Support is driving your business performance:

1. **A single, fixed-price point of contact** for staff, vendors, and customer technical support—that way, everyone knows who to call. The security of a fixed price and friendly helpdesk ensures "call early and often" problems get resolved instantly.

2. **Contractors and Vendor management** - When technology contractors and vendors rely on experts who "talk tech" and monitor results, it ensures your suppliers do their job correctly, with the least impact on your business.

3. **A library of SOPs** - everyone knows what to do when there is an organised, current, accessible library of know-how. Well-documented rules, policies, contacts, contracts, and procedures cover your business operations and IT support.

4. **Fast incident management** - delivered by a team of technology experts who have the knowledge and systems to restore your services to regular operation quickly.

5. **Effective change management processes**- so that as roles change and equipment ages, day-to-day changes don't disrupt productivity and create roadblocks to your daily operations.

6. **Effective equipment and asset management** - a complete lifecycle asset maintenance and management process that predicts and plans when you need to upgrade / improve your technology, minimising disruptions.

7. **Integration with cybersecurity and digital transformation** services to have a holistic and consistent IT management service that increases your business security and success into the future.

2. Next Steps

So now you know how to balance the Technology Drivers. With this knowledge, you're now able to consider questions like:

- What can we effectively do in house?
- Are the services we currently purchase fit-for-purpose in the 2020s?
- Where are there gaps that we need to fill so we can grow our business?

You also have some tools to evaluate what you're being offered in the marketplace, and what traps to avoid.

But if you're still a bit unsure about what your next step should be then:

We offer a <u>FREE 1-hour exploratory call.</u>

Call Network Overdrive on 1300 368 928 to discuss which Technology Driver or Drivers could help you take your business to the next level of success.

3. About Network Overdrive

Network Overdrive has been driving business success through technology for over 20 years. We have created service offerings to help execute and maintain the technologies required to achieve your dream outcome.

Dream Outcome	Service
Operate your current business systems at peak **Performance**	**High Performance** IT Support
Transform your business through **Innovation** to be smarter and more profitable	**Continuous Innovation** Processes and Initiatives
Safeguard your data, your operations and your money and minimise present and future **Security** risks	**Visible Security** Solutions

We help people take advantage of technology to make their business better.

As a proactive Managed Service Provider and IT Consultancy, our philosophy is to empower our clients with IT literacy.

We combine our proprietary frameworks and processes with personalised services and solutions that help our clients understand their technology and optimise its effects on their business. Ultimately, our goal is to deliver IT Services that power your business success and build your business profits.

Find out more about Network Overdrive on <u>our website.</u>