



EBOOK

4 REASONS

TO PARTNER WITH A NOC SERVICE PROVIDER

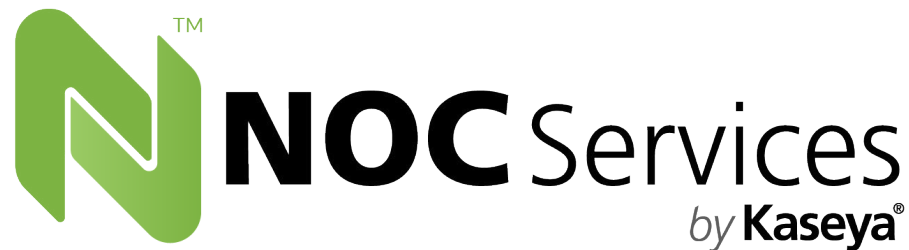


According to the [ITIC 2021 Hourly Cost of Downtime Survey](#), hourly downtime costs have risen 32% in the last seven years. The survey report further reveals that a single hour of server downtime totals \$300,000 or more for 91% of mid-sized enterprises (SMEs).

Maintaining 24/7 system uptime is one of the primary goals of all businesses. For large enterprises, even the slightest service disruption can lead to major losses. For smaller businesses, the losses can be lessened but are NOT less critical.

NOC (network operations center) service providers constantly monitor their clients' networks to identify any vulnerabilities or malfunctions to prevent them from aggravating into full-blown security breaches. As such, NOC services have emerged as a necessity in the digital world. NOC services are imperative for businesses to ensure continuous monitoring, maintenance and administration of their systems and networks.

In this concise eBook, we will share with you our top four reasons why you must partner with a NOC Service Provider today to streamline your IT management and grow your business.





01- STAFFING PAINS

HOW TO MANAGE WORKLOAD AMID A DEARTH OF SKILLED TECHNICIANS

Recruiting and retaining quality technicians has emerged as one of the top concerns of IT departments of all sizes in recent times. Businesses are having to go above and beyond to quell the fear of competitors poaching their newly acquired tech.

“The Great Resignation” is real, with the resignation rate in the U.S. spiraling out of control. A staggering [72% of employees](#) working in tech/IT roles are expected to quit in the next 12 months. This large-scale employee turnover could quickly result in a major skill and talent shortage in the market. We hear over and over those stagnant wages and burnout are the top two reasons that technicians are looking for new job opportunities.

With a shrinking pool of skilled technicians, the task of managing your IT environment and keeping systems up and running without errors gets harder for your existing team. Businesses reeling from the impact of this massive upswing in resignations can benefit greatly from partnering with an NOC services provider.

NOC services cost a fraction of what you would spend on hiring a new technician. In addition, it brings with it the security of a workload resource that scales easily and will not quit. In essence, you can leverage NOC services to act as an extension of your IT team to build out alerting and monitoring in Kaseya VSA, build run books in IT Glue, have eyes on your systems and networks 24/7, configure and manage patching, ensure backups are taking place, and that a good antivirus is running and functioning well.



02- **VALUE**

NOC SAVES YOU MONEY

Depending on their skill level and position in the company, the pay scale for skilled IT technicians (including the benefits package) is usually pretty high, making it one of the most significant expenses for a company. Partnering with an NOC services provider is a cost-effective way to implement some of the most critical routine IT management tasks such as:

- › 24/7 alert management, monitoring and remediation
- › 24/7 patch management
- › 24/7 backup management
- › 24/7 AV/AM management

Any IT Department that manages a minimum of 250 endpoints or more requires 24/7 monitoring and management services. With Kaseya's NOC services, you get results at one-fifth the cost of hiring skilled IT technicians.

Sounds too good to be true? Let's do the math.

If you hire, for example, five technicians at a salary of \$55,000, you would be spending close to \$275,000 on staffing every year. On the other hand, if you partner with an NOC services provider, you spend \$49,000 yearly and get the results that you would otherwise get from hiring five skilled technicians.

With NOC services, you not only save a ton of money on operational costs, but also ensure consistent delivery of IT tasks that most commonly slip through the cracks. Needless to say, there is no better place to help you make the most of your Kaseya products than our NOC team of Kaseya ninjas.



03- **CONSISTENT DELIVERY**

YOU CAN RELY ON THE PROVIDER TO COMPLETE THE TASKS THAT USUALLY FALL BY THE WAYSIDE

Monitoring, patching and backup are some of the first things that get ignored when other issues arise. For instance, a tech comes in to work on a Monday morning and realizes that backups failed over the weekend. The technician sets some time aside to fix the issue but suddenly a fire breaks out that needs immediate attention. Next thing you know, two weeks have passed and the backup failures have still not been resolved. Then, as luck would have it, one of the servers goes down and you don't have a recent backup to recover from. Big trouble!

While we all want to stay on top of these tasks, the reality is many of us tend to ignore them until they become a major issue. That's just how it is. But not anymore! Gone are the days of servers going weeks without patches while you try to find time to stay on top of patching yourself.

NOC services is your answer to ensuring that the important, but often easily overlooked tasks, have eyes on them 24/7/365. We, at Kaseya, are the best at carrying out these tasks reliably and consistently.



04- SKILL ALIGNMENT

GET A SKILLED SET OF NOC NINJAS ON YOUR TEAM

Kaseya's NOC team is **top notch** when it comes to working with and managing our family of products. With our in-depth knowledge and expertise of VSA, we are your best bet when it comes to monitoring, alerting, patching and remediating through VSA. We are also backup experts with Unitrends, so you can put your team at ease by offloading maintenance, monitoring and remediation of your backup solution.

We help make sure things run smoothly on a daily basis, assisting with test restores and even helping with restores when a disaster occurs. We'll even raise tickets to Unitrends on your behalf.

We will make sure your AV/AM, such as Webroot/Bitdefender is working efficiently and performing regular scans. Our Kaseya ninjas work in the shadows without being noticed and help you manage your IT infrastructure like an IT superhero.



CONCLUSION

Kaseya NOC Services help scale up your business with minimum overheads. This dynamic solution enables your employees to focus their time and energy on more important revenue-generating tasks. Kaseya NOC Services frees up your staff to focus on high-value services and strategic growth. Kaseya NOC is your partner to monitor and manage your assets at the highest level.

With its a la carte model, Kaseya NOC Services allow flexible customization to suit your unique business needs by signing up for services that matter. Partnering with Kaseya NOC Services can help you deliver high-value services to your client, enhance profitability, cut back on delivery costs and drive business growth.

Want to learn more about getting the most out of Kaseya NOC Services? Get in touch with your Account Manager today.



About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.

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