

# Considering Investing in Managed IT Services or Changing Your IT Partner?

## The Dragon IS Approach to Boosting Your Business Success

---

**Like many things in life, your business model needs to continually adapt as the market changes.**

**As your business grows, you may find that either:**

- You lack the necessary technology skills and need to find an IT partner that can provide you with sound IT advice and help you stay ahead of the technology curve;

**or**

- Your existing Managed Services Provider (MSP) is now struggling to keep up with your requirements, meaning you have basically outgrown their services.

Should you find yourself facing recurring IT problems or issues, don't be scared to change the way you work or who you work with. Look for a partner that adds real value to your company and ensures your IT is aligned with your business strategy.

A trusted MSP can be a strategic and tactical extension of your staff – acting as your dedicated IT department and freeing up resources that would otherwise be focused on putting out fires.

**It's a journey of growth and development.**

# The Dragon IS Business Approach

Figure 1. The Dragon IS model: designed to support clients through all the key stages of technology adoption.



## Understand & Advise

The primary objective of this phase is to navigate the possibilities and opportunities technology offers. We dive deep into your business and the people running your organisation to totally understand the goals and objectives. We want to know how your company has reached its current position, where it's going and the phase you are currently in. Then we can deliver the ideal package for your future success.

As your success depends on the technology that underpins your business model, we look at the processes you use and the data you need to succeed. We spend time talking and working with your team to fully understand how you work, what makes you tick, and how you want to use technology optimally.

With all the information we gather, we then analyse how your organisation can work smarter with technology to get the most out of it.

This includes:

- Looking ahead at technology and trends
- Looking at your pain points and how we can overcome them
- Looking to maximise your value
- Ensuring a secure computing environment
- Looking at how technology will bring out the best from all your resources

Together, we make the process of understanding your business simpler. We take off the blinkers so that the desired change can take place.

**It's a journey of uncovering.**

## Build & Deliver

Once we understand your business needs, our aim is to build the systems, processes and services needed to support your model, and then deliver the best possible infrastructure to fulfil those needs and challenges.

This phase is all about your needs in terms of hardware, software, compliance, protection, networks and cloud integration. Our people work with your people to deliver the ultimate solution. Through our relationship, we can ensure that your team relates to and interacts with your IT system and environment optimally.

**It's a journey of fulfilment.**

# Manage, Support & Maintain

For Dragon IS, it's all about the user. We strive to help you achieve optimal performance levels and this is why we spend time listening to users – it's a key component in our approach.

Supporting your team and organisation is paramount to us – we become a trusted partner to each of your staff. When we implement a best-in-class technology strategy on state-of-the-art infrastructure with ideal applications for your business, there is no value for you without perfect support.

Dragon IS supports your management team and serves as your virtual IT Director, freeing up your management team to use their skills optimally within your company.

We know you require reliability from your technology, and peace of mind that, should something get damaged or break, you have a dependable partner who will resolve the situation fast. With Dragon IS, you have a partner that delivers in a forward-thinking, proactive way.

**It's a journey of delivery.**

## Great Customer Service is Imperative

*"It was two years ago that I was introduced to Lionel and his team at Dragon. I had been let down by previous IT companies, but I soon realised that Dragon was the crème de la crème. Lionel was the first person to ever explain in non-techy IT language how our system was set up, how it should be set up and what needed to be done"* - Roger Eddowes, Managing Director, Essendon Accounts & Tax Ltd.

*"As an SME we decided it was appropriate to outsource our entire IT function. At the time our business was located in Bedfordshire, local to Dragon IS. Dragon has implemented and managed all of our IT requirements to a very high standard"* - Nic Pass, Managing Director, Derma UK Ltd.

## About Dragon IS

Dragon IS is an IT MSP. We're a team of specialist engineers that love working with people and are crazy about technology.

Dragon IS has been built around our passion for technology and business systems.

We use our years of experience in technology support, combined with extensive business knowledge, to proactively manage businesses' technology landscapes. And we can assist with driving your technology projects forward successfully and on time.

Dragon IS ensures you experience true passionate IT support from a dedicated technology partner. If it has a screen and buttons, we're interested in helping!

# Considerations Checklist

Finding the right MSP can be a difficult task. Asking the right questions reduces the stress. So, we have put together a checklist to make your life easier throughout the due diligence process!

## 1. Reputation

- a. **How long has the company been in business?**  
Expertise and experience are a must to guide you through the maze of technology.
- b. **Do they pass the credit check?**  
Minimise your business risk by ensuring the company is creditworthy.

## 2. Transparency, Openness and Willingness

- a. **Are they transparent?**  
Ask for financials details and check their revenue growth and customer numbers. Are they willing to discuss their future plans with you?
- b. **Can you visit their offices to see their operation?**  
Visiting the office will give you an impression of the company's professionalism and the team's personality, engagement levels and knowledge.
- c. **Will the Directors of the company meet with you?**  
Making time for you shows a commitment to customer needs and the company ethos.
- d. **Could you have a working relationship with them?**  
Talk to the team and see if there's a good basis for a professional relationship.
- e. **Are they able to grow with your company?**  
Look at this as a long-term relationship. It's essential to find out what growth plans the MSP has in place and what their vision of the future is.

## 3. Accreditations

- a. **Have they got the required technology accreditations, such as Microsoft, Intel, HP, Dell, Citrix, Cisco and VMware?**
- b. **Are they Cyber Essentials-accredited?**  
With cyber security such a hot topic, being Cyber Essentials-accredited is a must.
- c. **Are they General Data Protection Regulation (GDPR)-compliant?**  
May 25th 2018 is when the new EU regulations come into force. Your IT partner needs to be compliant and fully aware of the relevant IT implications.

## 4. The MSP's Commitment to You

- a. **Do they have a service delivery focus?**  
Check what internal Service Level Agreements (SLAs) they have in place.

- b. **Do they provide reporting?**

Providing a reporting service means you can check on the performance of your managed IT services – e.g. disaster recovery or server performance.

- c. **Can they provide a range of reference companies?**

Speaking to existing or previous customers will give you an opportunity to better understand how the MSP delivers its service.

- d. **Do they outsource?**

If they do, check out those companies as diligently as you do the MSP.

- e. **Ask for a free audit**

This helps you understand the business and its processes, and could help build a platform for a mutually successful partnership.

## 5. The MSP's Commitment to Service

- a. **What investment have they made in their support tools and infrastructure?**

Check that they can clearly explain what they can offer now and what plans they have for the future.

- b. **Are there enough resources?**

The MSP has to meet not only your needs, but those of all their clients. The peaks and troughs of demand need to be adequately covered at all times.

- c. **Does the team have a depth of knowledge and experience?**

An effective MSP has personnel with a deep bench of experience in deploying a wide range of delivery models.

- d. **What is their employment process?**

The policy should be to employ the best talent and have continuous training and certification programmes.

- e. **Are their staff personable?**

As you'll be dealing with your MSP on a daily basis, a good working relationship is important.

- f. **When is the help desk open?**

Check if the opening hours and how the MSP handles unexpected occurrences/emergencies fit your needs.

- g. **Are staff trained and accredited for the latest technology and processes?**

As you need to rely on your MSP to provide the latest in technology expertise, they must have their fingers on the pulse and be continually following market trends.

## Looking for more information now?

Call the Dragon IS team on **0330 363 0055** today, and learn more about how we can provide you with the ideal IT technology platform solution and a range of support services for your business.