



Grapevine MSP
Technology Services

The Benefits of Outsourcing Your IT & Multi-Factor Authentication

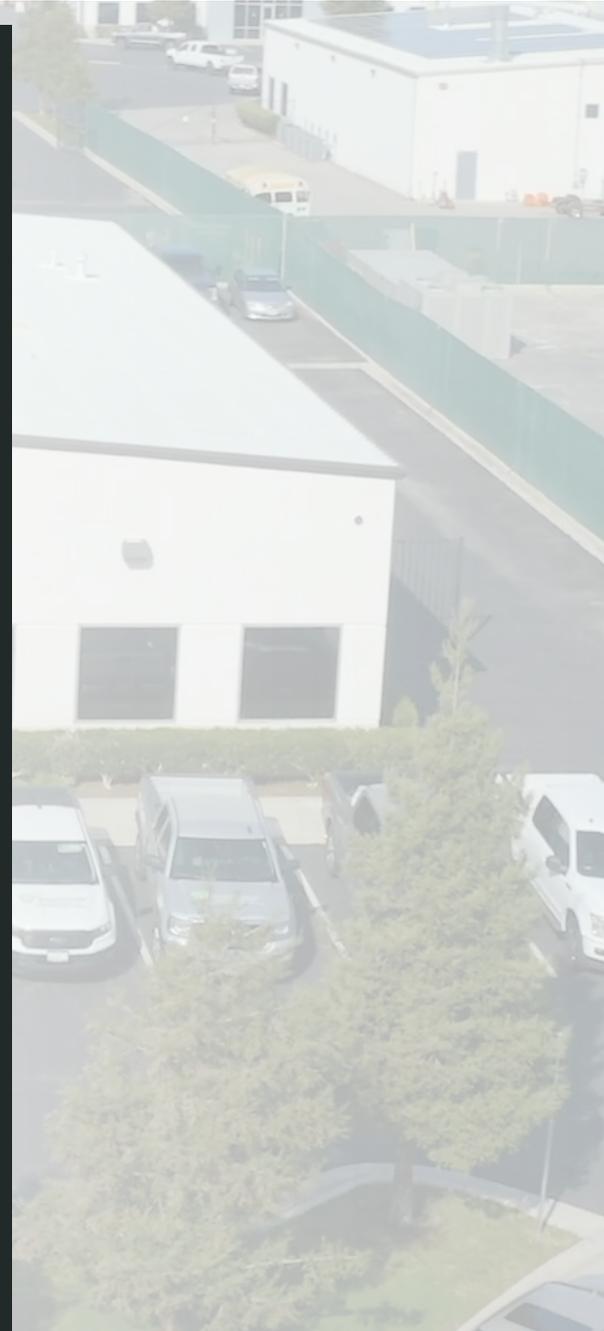
What should your IT look like?

The Benefits of Outsourcing IT

IT in the modern world is complex. With technology being such an important component in your search for maximum productivity and efficiency in your workplace, it is essential that it is always monitored and managed effectively. Many of us use in-house support, but this can lead to problems and a sheltered approach, when your team or individual in charge of your IT can get stagnant and oblivious to the modern capabilities of tech. There is another way – outsourcing your IT.

It is understandable why some are apprehensive about a conversion to outsourced IT. For those of us used to in-house support we have become accustomed to feeling like our IT is fully in our control – but most don't realise that switching to outsourced IT brings in expertise, a wide span of technical abilities, up-to-date knowledge and experience. Working with an external business can revolutionize the way you and your team view IT.

Before we get properly into the many benefits of outsourced IT, first let's explain what it is.



What is Outsourced IT?

Every business in the world relies on IT for all the technical components that make them a success, from telephones to internet access to the storage of sensitive data – IT is the lifeblood of our organizations.

Outsourcing your IT support will give your team a professional, capable port of call regarding everything IT. It is great value for money and allows you and your team the time to do more important things with your day. However, for those unfamiliar with outsourced IT, it can be difficult to know what you should be looking for when searching for a good provider.

What Outsourced IT Should Look Like

Round the clock availability:

With a lot of our organizations making a transition to an least partially remote working team, a failure in IT can be disastrous. With an in-house IT team you may struggle to respond, leaving your team useless – but the right outsourced IT provider can provide support 24 hours a day, 7 days a week. Their job is to do whatever is needed to allow you to continue working, regardless of the time.

The interpretation of '24/7 support' no longer just means support - it also means that they guarantee as little downtime as possible. Availability around the clock means that any downtime can be remedied as soon as possible, rather than waiting potentially all night for someone to get to work.

What Outsourced IT Should Look Like

Wide range of expertise:

One of the most incorrect terms you can hear in IT is 'all-rounder' - there is no such thing. The person that sets up new user accounts and fixes the printer is highly unlikely to be the same individual that manages the cyber security elements of the business, for example. With outsourced IT teams working within a myriad of different industries and organizations - organizations that are already in your industry sector - they will be able to take knowledge from those other companies and widely apply it.

IT is their only job; the right outsourced IT provider will have a team of experts with a wide range of skills that can help you when your business needs specific help.



Cyber security knowledge:

Cyber security is one of the leading business concerns in the modern age; whether you run a small local business or a multinational conglomerate this applies at the same level of importance. Remaining cyber secure can be a real problem if you don't have the knowhow to solve problems. A Phishing attack or a Data Breach - without a capable team - will only get worse and cause more damage than necessary.

What Outsourced IT Should Look Like



Scalability of IT:

If you are required to scale quickly, an in-house IT team can struggle. When trying to match your in-house IT team to the level at which the organization is growing the jump in price can be huge, as you will need to pay another salary and all the other costs that come with employing someone new. Whereas with outsourced IT your growth will often just mean a small monthly increase to your subscription – allowing you to achieve greater value for money.

Advice from technical experts:

Your IT system is constantly changing and evolving. The right outsourced team will provide you with knowledge and expertise that is completely unbiased, which can all be applied through their experiences, successes, and failures, with other companies.

Your in-house IT team, on the other hand, may see these constant changes and evolutions as a threat. What if there is now a way of doing things that makes them surplus to requirements?



The Importance of Multi-Factor Authentication

With attacks increasing in complexity at such an alarming rate, it has become apparent that traditional security methods (like requiring a username and password) don't quite cut it anymore.

That brings us to multi-factor authentication (MFA) – this is security technology that requires a minimum of two authentication methods from different types of credentials to verify a user's identity before they are able to login or carry out any other transaction.

"What data needs to be stored?" If, after some reflection, your answer is "all of it" then it's time to go back to the drawing board.

MFA: Why is it so important?

To gain access to the system, users need to provide information relating to a password, security token, or perhaps facial recognition. MFA is designed with the sole intention of making it more difficult to gain unauthorized access to a target, be it a computer system, an entire network, or a database containing all of your sensitive information.

MFA has a modern-day approach to security, in that we are no longer naive to cyber security. The likelihood of a breach being successful with traditional defensive measures is relatively high - introducing MFA as another layer of protection better equips your system when the first line of defence fails. It is no longer an if, there will come a day that your defences fail.



The Importance of Multi-Factor Authentication

The Pros of MFA:

- It strengthens security at every level! Hardware and software are protected from every angle.
- Hackers will find it very hard to gain access due to it using one-time passwords or codes sent to your phone in real-time.
- The likelihood of a data breach is massively reduced.
- It isn't a long laborious task to set up; even those with little prowess in IT can manage it.
- Access is more in control of the business - it can be granted or restricted at your whim.

MFA has the power to revolutionize your cyber security stack. Get in contact with us and we will explore it in more detail and explain how it can help your business.

Cyber Threats in Healthcare

Cyber security issues aren't new; it is simply the Russian connection that is now in the public eye. Don't go mad, stay methodical, but be serious. The old days are long gone, and it is no longer just your data that is at risk. Progress begins with you — what data and which systems are most important to your company? Devise a list of priorities. The walls you build to protect them won't be perfect but, unfortunately, nothing you ever do in regard to cyber security will be. Your chosen approach will have to evolve with the times and reflect all changes in technology as they happen.

Cyber breaches are more common than ever - defend your systems from Russian attacks and otherwise!

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