

# Hassle-free IT



**Bring In a true professional when it comes to managing your IT.**

“Let’s face it. Your current *IT* Service Provider profits when your systems are down – even though you are paying them to fix your network. We operate with a different set of values. Our clients enjoy a **FIXED** monthly fee that never fluctuates regardless of how many service calls or issues. We can only benefit when our customers *don’t* face *IT* disasters. Out of necessity, we must go that extra mile to proactively manage, secure and improve your network to keep *IT* disasters at bay.”

***Starting as low as \$9.95\* a month! CALL TODAY!***

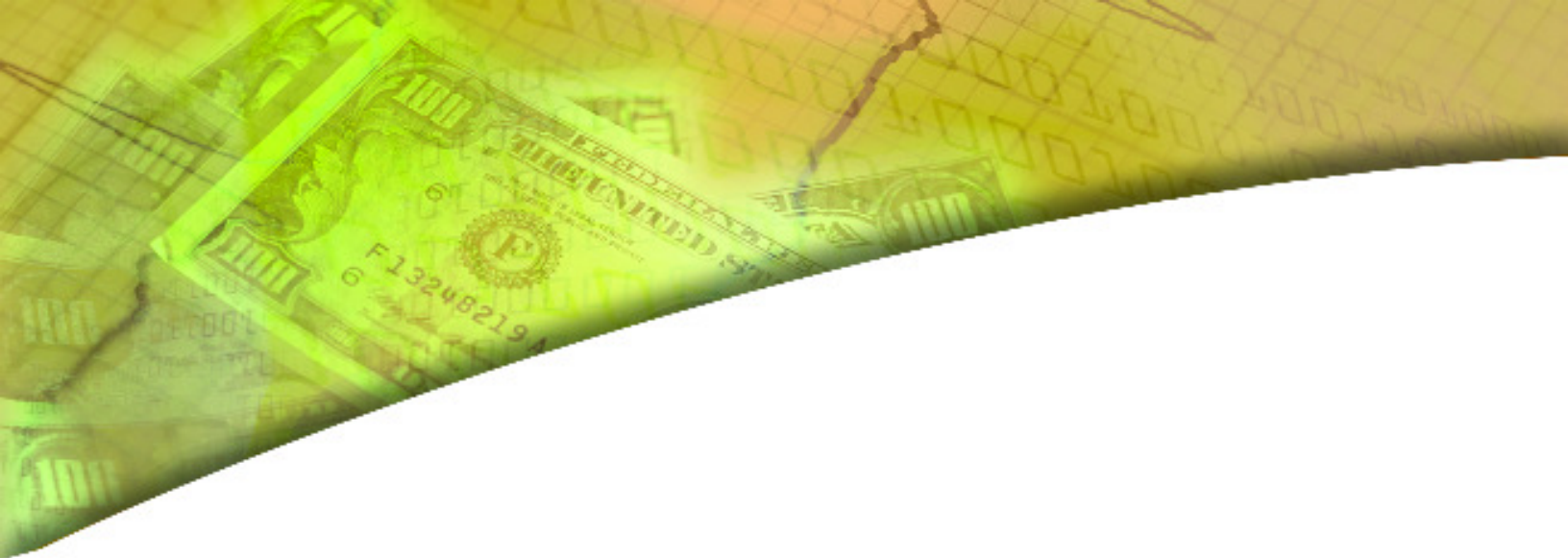


[www.HDServices.net](http://www.HDServices.net)

## Harris Digital Services, LLC

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- *Prices vary ,multiple unit discounts available!*
- *Call for details!*



This document is a comparative study of different methods you can employ to manage your IT infrastructure. For the purpose of comparison, we look at three different options in which you can manage your IT infrastructure—manage it yourself (Self-managed), manage through an IT support vendor charging you on a “Time and Material” basis or you can rely on **HDS Managed Services**. The document discusses various facts related to achievable hard dollar savings and soft ROI benefits for each option. For illustration purpose, we will present a case study of a typical small or medium business having 40 user desktops, three servers (one Mail server, one Database server and one File/print server), one firewall, one router, two switches and one network printer. Below you will find a detailed analysis of the options available to you:

### **Self-managed:**

Consider a case in which you decide to manage your IT network by hiring your own full-time staff which comprise a decent network or IT administrator. It will cost you between \$40,000 and \$60,000 depending on your location and the local labor rates. For this illustration, we will fix this cost at an average of \$45,000. Additional costs for staff including benefits, sick and vacation leaves plus 7.5% payroll tax is about \$12,975. Furthermore, you will need to purchase IT management system and required hardware; we assume its one-time cost \$10,000. Your staff training on the management software would cost you \$2,500 more. In sum, you end up spending \$60,475 annually and about \$10,000 as one time expense.

### **IT support on Time & Material basis:**

Suppose you decide on a third-party vendor to manage your IT infrastructure on a Time & Material basis. They would charge you approximately \$125 per hour with an average call time of 1.5 hr per call and \$25 towards travel charges. Assuming one call logged per server per month, a total of eight calls for workstations per month and an additional two calls per month to attend to problems related to Firewall, Switches and Network Printers. You end up spending \$2,962.50 per month or \$35,550 annually on this option. In this model, on an average 40% of the IT issues are managed by the vendor, the balance being handled by end users themselves.

### **HDS Managed Services:**

**HDS’ Managed Services** include proactive monitoring and management of all your Servers and including your Mail Sever and Database Server. We carry out preventive maintenance on your Desktops along with maintaining Network devices for optimal performance. End-users can call a toll-free number to inform us of their day-to-day operational issues, which would be attended to by our expert help desk staff. The charge for our Full services averages \$20 per month per Desktop, \$100 per month per Server, \$10 per month for Network devices, \$30 per month per Firewall, and \$30 per month per Network printer aggregating our total annual charges to \$14,280. **Prices vary depending on your individual needs, please call for a free detailed analysis and quote so you can make an educated comparison!**





Lost of productivity is computed @ \$35 per hour per employee

Numbers below are for comparison purposes only, your costs may differ.

Pricing	Self-managed		T&M IT Support		HDS Managed Services	
	Annual	One-time	Annual	One-time	Annual	One-time
<b>IT Staff</b>	\$45,000	\$0	\$0	\$0	\$0	\$0
<b>Staff Benefits</b>	\$12,975	\$0	\$0	\$0	\$0	\$0
<b>IT Management System</b>	\$0	\$10,000	\$0	\$0	\$0	\$0
<b>Staff Training</b>	\$2500	\$0	\$0	\$0	\$0	\$0
<b>Managed Services cost</b>	\$0	\$0	\$35,550	\$0	\$14,280	\$0
<b>Total with Supervisor</b>	\$60,475	\$10,000	\$35,550	\$0	\$14,280	\$0

Soft ROI factors	Self-managed	T&M IT Support	HDS Managed Services
Average time to response	Immediate	2-4 hours depending on time to travel to site	Immediate through NOC
Percentage of IT problems addressed	100%, All problems are attended to By the in-house team	40%, End users try to fix some issues by referring to their colleagues to avoid the cost of calling for IT help. They sometimes live with the problem till the next visit of the IT support engineer	100%, Using a toll free number end users report a problem. With remote control techniques, Harris Digital Services resolves 93% of issues instantly.
<b>Loss of productivity per year</b> Per employee (hours) Total (hours) Estimated Dollar Cost	25 Hours 1000 Hours \$35,000	50 Hours 2000 Hours \$70,000	10 Hours 400 Hours \$14,000
Type of Support	Reactive for 8 hours	Reactive to down situations	Proactive monitoring on 24x7 basis, toll free number for help desk

## Summary

The table below presents a comparison between the advantages and disadvantages of HDS' managed services, Time and Material IT support management providers and Self-managed IT support. It shows the benefits you'll get when you opt for **Harris Digital Services** to manage your IT infrastructure and how for less money you'll achieve the best IT support possible!

Managed by:	Advantages	Disadvantages
<b>Harris Digital Services</b>	<p>24 x 7 Monitoring by group of experts Remote Management reduces mean time to repair</p> <p>Comprehensive management related to Desktops, Servers, Networks and Email Protection</p> <p>Reporting portal—access to wealth of information related to inventory, availability and performance of entire network.</p> <p>Enterprise Class IT management platform using Industry best practices.</p> <p>Predictable monthly billing and reports</p> <p>Eliminates headache of hiring staff.</p> <p>Service Level Agreement Based</p>	<p>Dependency on knowledgeable 3rd party</p> <p>Slightly higher cost than some alternative options (like hiring a “friend” to work on your network)</p> <p>Most work performed off-site so customer does not see the tech/engineer unless necessary.</p>
<b>Time and Material IT Support</b>	<p>Classic Model (break/fix)</p> <p>Friendly Vendors</p> <p>Eliminates headache of hiring staff, training and system maintenance.</p>	<p>Reactive management (break/fix)</p> <p>No 24x7 monitoring</p> <p>Pay as you use services (unpredictable bills)</p> <p>Business losses due to “down time”</p> <p>Lack of expert group support</p> <p>Delays due to travel for site visits</p>
<b>Self Managed</b>	<p>Complete control of the IT management process.</p> <p>Choice of management tools.</p>	<p>IT Management is <i>not</i> part of your business</p> <p>Obtaining IT experts may be difficult</p> <p>High cost of training in house staff</p>

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