

The advantages of IT outsourcing

Managed IT services buyer's guide

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Introduction

In today's fast-paced business environment, it's essential for organizations to stay abreast of emerging technologies to optimize business processes and drive sustainable growth. But the growing complexity of IT and the continued labor shortage for IT and cybersecurity professionals create challenges for companies of all sizes.

Working with a managed service provider like RSM can supply the highly skilled IT professionals you need within a predictable baseline cost structure that can expand as you grow.

WHY OUTSOURCE IT?

The right managed IT service provider gives you access to a world-class team that can help you make smart technology decisions that power your long-term goals.

Alexa

One of the
RSM team





Better outcomes with managed IT services

In the ever-changing digital world, companies need to remain stable and protected, continuously available and innovative.

Working with a strategic managed IT service provider can allow you to realize benefits like:

- › Stable systems with continuous operations so your business runs smoothly
- › Stronger cyber protection and cyber resilience
- › Experience harnessing new technologies like automation and artificial intelligence

RSM MANAGED IT SERVICES

- 1 Leverage a flexible and fully customizable solution by outsourcing your entire IT department.
- 2 Comanage your IT services with the help of our dedicated advisors.
- 3 Access premium services with 24/7 monitoring, training and advanced IT support.

[Learn more](#)



Improved service delivery and efficiency at Opportunity Bank of Montana

The client

Opportunity Bank of Montana was founded in 1922 to provide strong financial futures for Montanans in every community they serve.

The challenge

Although Montana is the fourth largest state in the nation by area, it is the third least populated. The bank serves 29 far-flung branches across 147,040 square miles with limited staff and antiquated IT infrastructure, bringing unique challenges to providing efficient and reliable technology support.

The solution

Opportunity Bank chose RSM's financial institution technology (FIT) as a service solution, including a flexible pricing model. RSM migrated the bank's outdated IT infrastructure to RSM's modern data center, improved network operations, enhanced remote connectivity, increased uptime and provided technical support for the bank's strategic initiatives and staff.

With RSM's guidance, the bank's modernized IT operations have improved service delivery and efficiency, enabling its employees to dedicate more time to providing exceptional customer service.

[Read the full case study](#)



Modernized IT and security infrastructure at U.S. government contractor

The client

Our client is a U.S. government contractor with 450 employees and \$350 million in revenue. They operate in a complex environment of expectations—the standard commercial expectations that every business faces, as well as additional U.S. Department of Defense (DoD) requirements.

The challenge

After several acquisitions, this contractor struggled to maintain disparate technologies that were expensive and cumbersome and created difficulties in managing controlled unclassified information. Additionally, a Cybersecurity Maturity Model Certification (CMMC) readiness assessment showed significant gaps and challenges as the new DoD cybersecurity standards compliance deadline approached.

The solution

The company chose RSM to modernize its IT and security infrastructure—moving from on-premises and limited file sharing to the cloud in the time span of six months. With the effective transition to new technology, the client now has a modern IT approach with increased accessibility, security and stability. Given the success of this transformation, the client also chose RSM to provide ongoing managed IT and security services, establishing a strong foundation for ongoing CMMC compliance and growth.

[Read the full case study](#)



Operational efficiency affords renewed focus on mission at U.S. nonprofit

The client

Student Veterans of America (SVA) is a nationwide nonprofit supporting over 750,000 military veterans as they transition into higher education. SVA's mission is to deliver exceptional support to service members and their families, caregivers and survivors.

The challenge

As SVA grew, it struggled to balance operational efficiency with rising costs while staying focused on its core mission. SVA looked to outsourcing as a cost-effective solution.

The solution

The organization hired RSM to manage essential but noncore functions like IT and accounting. RSM's broad range of experience in back-office functions improved SVA's daily operations, provided advanced protection against cyberattacks and boosted employee morale by minimizing distractions. Because of RSM Catamaran—RSM's suite of outsourced solutions and managed services—SVA staff experienced fewer technical and operational frustrations, allowing them to focus their time and energy on advancing their mission.

[Read the full case study](#)



RSM's IT outsourcing services guide

We offer a wide range of solutions tailored to your organization's specific needs and mission-critical priorities:

Business and technology knowledge

Our engagement starts with a comprehensive assessment that considers your company's business strategy, goals and constraints.

Wide portfolio of consulting and outsourcing solutions

Your organization's specific needs and priorities—today and tomorrow—will drive our recommendations.

Proprietary solutions and insights

You'll benefit from our industry- and sector-specific knowledge that's been developed and honed through years of experience.

Fully managed IT services

Comprehensive managed IT services combining industry knowledge with essential IT operations, for a predictable monthly fee.

Comanaged IT services

Custom solutions combine your existing in-house IT team with RSM professionals to form a complete IT operation.

Detect and respond

Consulting services that help your organization identify cyber threats faster and respond effectively.

Managed cloud services

World-class maintenance and management of your cloud environment, including data and software support.



DELIVERING VALUE

95% user satisfaction ("very satisfied") as measured through managed service desk ticket surveys

Fully managed IT services

- > Scalability and coverage, 24/7/365 network operations and help desk support
- > Predictability and cost savings with an all-inclusive and simple monthly subscription pricing model
- > Specialized security, risk and privacy resources to reduce risks and cybersecurity threats
- > Industry focus and deep technical experience that eliminate the hassle of recruiting, managing and retaining full-time IT employees
- > Improved reliability of your technology operations
- > Highly scalable platform
- > Flexible approach

STANDARD

Managed service desk

Managed endpoint

Managed network

Managed Microsoft 365

Managed security

Client technology advisory (CTA)

PREMIUM

24/7/365 service desk

Advanced endpoint security

Secure web gateway

Advanced reporting and administration

Vulnerability management and XDR

Rapid assessment

ADD-ON

Onsite support

RSM integration center

Managed on-prem server

AvePoint

Cyber response retainer

CIO advisory services

In-house IT co-ticketing

Secure PC disposal

Managed Azure and AWS

Brainstorm learning

Managed backup

CISO advisory services

Comanaged IT services



Managed service desk

- > 24/7 help desk—three levels, dedicated teams and colocation options
- > Global reach with “follow the sun” multilanguage support
- > Comanaged ticketing solutions with the ability to e-bond existing service management systems with ServiceNow
- > Clear service level agreements and performance tracking
- > Information Technology Infrastructure Library (ITIL) practices, from knowledge to incident management



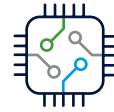
Managed Microsoft 365

- > Insights and reporting
- > Platform administration and licensing optimization
- > Cloud backup powered by AvePoint
- > IT Pro support and accelerated escalation to Microsoft engineers
- > On-demand and custom end-user training



Managed security

- > Security awareness training and phishing simulations
- > 24/7 security surveillance and threat detection
- > Advanced extended detection and response
- > Vulnerability management
- > Chief information security officer advisory services



Managed infrastructure

- > Managed network
- > Managed infrastructure on-premises
- > Managed cloud (Microsoft Azure, AWS, Private, IaaS)
- > Managed database services
- > Managed unified communications
- > Managed virtual desktop



Managed endpoint

- > Hardware and software procurement
- > Patch management (Microsoft and third parties)
- > Premium deployment services—concierge setup, auto-refresh and inventory storage
- > Hardware troubleshooting and return merchandise authorization support
- > Responsible disposal and recycling

TANGIBLE BENEFIT

90%–plus change success score with managed infrastructure ITIL change management best practices

Detect and respond

RSM Defense

React to threats in near real-time without building your own 24/7/365 operations center. Our services cover your entire infrastructure, from PCs and mobile devices to on-premise data centers and cloud computing environments. We prioritize your risks and set the correct course for ongoing action.

Security operations

Tap into our cyber detection and response professionals' broad experience across multiple subject matter areas and industries. Together, we'll identify and classify critical assets within your environment and deploy the best technologies.

TANGIBLE BENEFIT

95% of critical security events were identified in less than 30 minutes with managed security/RSM Defense

Threat intelligence

Our threat intelligence team will support you with a structured threat research process and tailored threat briefings aligned with your business. We'll identify external and internal threat actors, monitor high-value assets and conduct due diligence and dark web sweeps for exposed information.

Cyber response

Prepare for a cyber crisis by developing or reviewing your cyber crisis plan. Run simulated and live fire exercises and perform compromise assessments to determine if a threat actor is already in your environment.

Our team can step in during an active cyber crisis, performing digital forensics and incident response. Post-incident, we'll identify the digital fingerprints threat actors leave behind. Our professionals can brief executive leadership and work with your legal counsel, insurance provider and law enforcement agencies.

Endpoint detection and response

Expand your cyber detection and response capabilities across multi-platform environments. Our endpoint professionals can unlock insights from heightened visibility at the perimeter. Our team can incorporate machine learning and automation into your capabilities to increase your overall security posture.

Managed cloud services

To establish a healthy, secure technology infrastructure, RSM offers a robust collection of managed cloud services, including:

- Improved remediation of service interruptions, performance issues and security events from 24/7 monitoring
- 24/7 help desk staff available to handle general support requests
- Patch management services to implement relevant updates for cloud operating systems and third-party applications
- 24/7 monitoring and alerting related to antitrust and malware events and ongoing virus and malware definition updates
- Monitoring and remediation related to backup operations, plus optional restore testing
- Security center tools from cloud providers and third parties to provide 24/7 security monitoring and remediation

TANGIBLE BENEFIT

15%–plus cloud cost optimization through enhanced insights and reporting with RSM managed cloud

WITH RSM'S MANAGED CLOUD SERVICES, YOU CAN EXPECT:

- Improved availability, recoverability, performance and security of cloud assets
- Optimization of cloud expenditures based on actual utilization rates and other functionality requirements
- Increased cash flow realized through the lower capital expenses and personnel costs of outsourcing architecture and environmental management



Kieran

One of the
RSM team

Outsource your IT needs

With technological advances, access to innovative IT outsourcing solutions and services is no longer just the domain of large enterprises. Small and middle market companies can also get experienced guidance that is more cost-effective.

Finding the right managed IT service provider can help your organization control costs, make smart technology decisions that support your long-term goals and drive sustainable growth.

Before enlisting the help of a strategic provider, take our information technology assessment to see if your solutions and processes meet your expectations and are delivering the productivity, insight and efficiency you need.

[Schedule an IT assessment](#)

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