GADELLNET

accessible IT solutions

Total Cost of Ownership for your IT Budget

Communications
- Phone
- Email
- Video conferencing

Accounting

Sales

HR

Management Duties

Core Business Functions
- Manufacturing
- Financial
- Design

So you've bought hardware. That's it right?

Think about the technology your organization uses like an automobile.

1. Cost of Maintenance

2. Cost to learn to drive (what happens if you don't)

3. Protect your vehicle

4. Purchase upgrades/replace (tires, stereo, floor mats?)

Costs beyond the Initial Purchase

1. Maintenance- you have to make repairs, be proactive in keeping your technology running. What happens if the tools your organization need don't work as well as your competitions, or at all?

2. Need to know HOW to use your technology and what is available that could help your business function more efficiently. Your employees need to know how to use the technology. What happens if they don't?

3. Protect your Vehicle with Alarms and steering wheel locks. You would do the same for your organization, spam filters, antivirus, constant security monitoring. What would happen if you didn't?

4. Upgrades/Updates to your organizations IT. You can't work in the present if all your technology resides in the past. Version 3.3, 8.5, there are always updates. That can affect applications working together properly. What if employees are using different versions of applications? Silly, but one may have a type of font and one may not…

Doing business the same way we did in1955 doesn't mean you can still afford to use the same tools

- Protect your investment.

- Use technology to enable your organization not hinder it.

- Keep your employees knowledgeable about the tools they have and how to use them. DON'T be afraid to invest in them.

- Saving a dollar today could cost you 5 tomorrow. Efficiencies, Security, and Capabilities. All add Value back into the companies bottom line.

- Budget for IT. You can take small steps in adding or changing your technology. Just make them count. Don't go in without a plan.

Who is GadellNet?

GadellNet is a Managed Service Provider delivering **efficiency**, a **happier workforce**, and **profitability** for our clients through technology. We were founded in 2003 by 3 SLU Alumni and have expanded to four branches across the Midwest in Madison WI, Chicago IL, Carmel IN and our headquarters here in St. Louis Missouri. We are an INC 5000 fastest growing company the past 3 years as well as Best in Business by the St. Louis Small Business Monthly.

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- Network Engineering
- Business and technology Management
- Application Development
- Hosted cloud services
- BCDR
- SPAM

- AV
- Email
- MDM
- Patching
- Full help desk
- VCIO Services

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Latest Trends in Cloud/Hosted/Managed Services

Cloud, hosted, managed service, hosted VoIP, public, private, hybrid, VaaS, UCaaS - all this has become very confusing. What are the reasons an organization would consider these offerings?

- Operating expense vs. Capital expense

- The end user doesn't want to manage or deal with implementation or ongoing management of the solution

- Staffing; especially in the call center area that requires unique technical skills for reporting and recording

- Outsourcing of reporting, enabling consistent reporting even when user has personnel changes. Especially important in any business where historical records must be readily available and consistent.

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There are so many different offerings available – let's talk about their definitions.

Cloud

Cloud is the delivery of <u>computing</u> or Telephony as a <u>service</u> rather than a <u>product</u>, whereby shared resources, software, and information are provided to computers, phones and other devices as a <u>utility</u> (like the <u>electricity grid</u>) over a <u>network</u> (typically the <u>Internet</u>).

Public cloud

A cloud is a "public cloud" when services are rendered over a network that is open for public use.

Private cloud

Private cloud is infrastructure operated solely for a single organization, whether managed internally or by a third-party and hosted either internally or externally.

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Technology made *easy.*

There are so many different offerings available – let's talk about their definitions.

Hybrid cloud

Gartner defines a hybrid cloud service as a cloud computing service that is composed of some combination of private, public and community cloud services, from different service providers.

Hosted

A business that delivers a combination of traditional IT functions such as infrastructure, applications (<u>software as a service</u>), security, monitoring, storage, web development, website hosting and email, over the Internet or other <u>wide area networks</u> (WAN).

There are so many different offerings available – let's talk about their definitions.

Managed service

The practice of <u>outsourcing</u> day-to-day <u>management</u> responsibilities and functions as a <u>strategic</u> method for improving operations and cutting expenses. Typically, the Managed Service Provider (MSP) remains <u>accountable</u> for the functionality and performance of the managed service and does not relinquish the overall management control and responsibility of the system
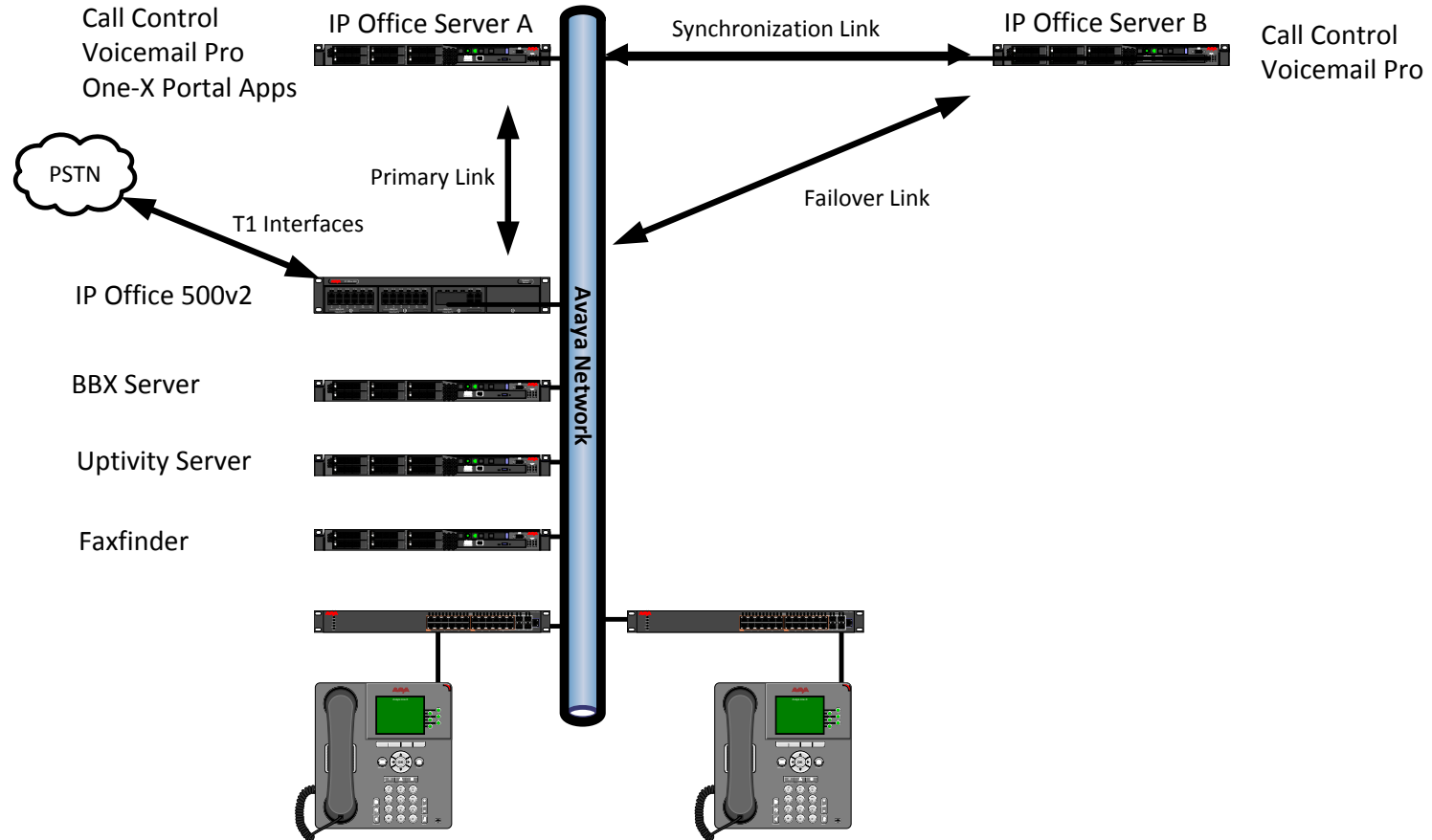
**Now that we have defined what these terms and services mean, let's talk about why they are becoming so popular.
What are the trends driving these requests?**

- Increased popularity of home based workers and remote offices

- Complexity of supporting multiple devices; mobile phones, softphones, IP phones

- Growth of Data Centers; more of them and prices are dropping

- Computer virtualization

About STL Communications

Located and headquartered in St. Louis, Missouri, STL Communications blends that "can do" spirit and desire to help clients with the latest communications products and services. With over 400 years of experience and manufacturer best-in-class and world-class ratings, STL Communications has the knowledge, strength, ability, and support to meet all of your collaboration and communication challenges.

We have a staff of fully certified technicians who will keep your technology running strong. In addition, our sales people and engineers will keep bringing new ideas and innovation to help your business increase employee productivity and information, drive better customer satisfaction, while striving to bring more profit to your bottom line.

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