



**NORTEC<sup>®</sup>**



7 Ways Your

# IT Costs Your

Business Too MUCH

# Are you constantly wondering if your **IT provider is doing enough to protect your business?**

Sometimes it feels like you have to get on their case until they show up and do what they're supposed to.

Paying for IT services and then not receiving support when you need it is a waste of your time and money. As a business leader, you need to be able to focus on your big-picture priorities – and not on getting your tech team to show up and do their jobs.

Your IT support should be more than just available and helpful. They should also be proactive about your cybersecurity, committed to leveraging your software for productivity, and help you secure the best tech pricing.

**Don't settle – and pay for –  
subpar IT support. Do any of  
the following sound like  
your IT provider?.**



# #1 YOUR IT TEAM IGNORES YOU



**Calculate how much you should spend on your Microsoft Business License.**

Find out the advantages of the different licenses and determine which one will work the best for you.

**ADD UP YOUR SAVINGS NOW**



“Set it and forget it” may sound like an easy approach, and that’s exactly what it is – easy for your IT provider while it’s unfair to you. You’re not getting a fair value for your investment if you don’t regularly receive updates from your IT provider. If they haven’t spoken to you in the last 6–12 months about what’s available to you, that’s a problem!

Your IT provider should be checking in periodically to make sure that your tech is working smoothly. They also should be providing updates about the state of your cybersecurity and answering your questions.

The bare minimum doesn’t cut it. When nobody is paying attention to your IT, your network is vulnerable to new advanced attacks.

# #2 THERE'S NO HELP WITH YOUR SOFTWARE

Choosing and paying for a subscription does not automatically mean that you will receive all its benefits. Your IT provider should deploy all the features that will benefit your organization.

## There's a problem when:

**Emails aren't screened.** Every attachment should be scanned for ransomware as emails arrive in your inbox. This screening is included in Microsoft 365 Business Premium, and while other services don't include it, it's worth the investment at less than \$2 a user.

**You have an enterprise class license but you're not sure you need it.** If you have approximately 300 users or fewer, an e-class license is likely more than what you need. That means your IT provider is letting you overpay for licenses without a thought to your bottom line.

**Advanced threat protection is missing.** Advanced threat protection should be enabled and monitored by your IT team across your platforms.

**You don't have multifactor authentication (MFA).** MFA is a critically important security safeguard that everyone in your organization should be using. MFA should be implemented on all accounts where it is available. If your IT team isn't helping you with MFA, that's an issue.

As soon as updates are released, your IT provider should be implementing new features to keep your organization current with cybersecurity best practices.

# #3 FORGET ABOUT STRATEGY AND ADVICE

You probably wouldn't embark on a major task, like sailing around the world, without getting advice on the process first. You'd probably talk to someone who's done it before and expect them to be upfront with you about the challenges and rewards of such a major adventure.

Similarly, you also wouldn't run a business without technology advice from the experts. If your IT provider isn't consulting with you on how to best leverage tech for your business, you're paying too much for IT.

Technology provides many avenues for efficient, productive work. Don't leave benefits on the table because your IT provider isn't consulting with you.



A Virtual Chief Information Officer (vCIO) will oversee your entire IT infrastructure. Nortec's managed services include a vCIO who will offer strategic guidance about how to maximize your tech.

**CONSULT WITH THE EXPERTS**





# #4 YOU'RE NOT SURE IF YOU'RE PAYING TOO MUCH FOR YOUR LICENSES

Microsoft offers over 1,000 license options. With so many combinations, it's challenging, if not impossible, to find the best option for your business without experience in the Microsoft licensing world.

If your IT provider isn't knowledgeable about the points of different licenses, it's possible that you're already overpaying.

Calculate your predicted monthly cost with Nortec's Cloud Pricing Calculator. As a Certified Microsoft Gold Partner, Nortec provides ongoing Microsoft support. Find out how much your license spend could be and compare it to what you're currently paying – and the level of support you're receiving.

# #5 IT'S NEARLY IMPOSSIBLE TO GET ASSISTANCE

IT providers shouldn't just "set it and forget it.

It's a problem when your IT provider:

- Always puts you on hold
- Doesn't respond to your ticket requests for hours – or even days
- Doesn't quickly resolve issues
- When they do resolve issues, they slap a Band-aid on the problem rather than take the time to address the root cause

A lack of communication with your IT provider is a serious issue. Can you rely on them if you have an urgent question? Can you get in touch with a person fairly quickly?

**With IT experts, you should always expect a rapid response. Nortec is committed to fast, clear communication.**



**9.89**  
**rating on**  
**BizRatings**



**473**  
**Reviews**



# #6 THERE'S NO TRAINING FOR YOUR EMPLOYEES

Employees need to be trained on how to use the features of the services you're paying for. Used correctly, tech features boost productivity. So if your employees don't know where to find them or how to use them, you might as well pour the money you're spending on software down the drain.

Your team should know how to optimize the technology you're paying for. Nortec has a full library of 500+ easy-to-understand videos for clients. Nortec's services include training on topics like Teams, Excel, cybersecurity, and much more.

**If your IT provider isn't offering training for your employees, that's an issue.**



# #7 YOU DON'T KNOW THE PRACTICAL DETAILS OF YOUR IT

If your IT provider went out of business, or you fired them, or your primary IT support person quit, you could be in a tight spot.

Your business would grind to a halt if you didn't know:

- Where your files are stored
- What licenses you're using
- Who your service providers are
- The scope of IT services you've contracted
- What cybersecurity measures are in place
- Where your backups are stored and how to access them

All of this information should be documented, and you should have access to it at any time. If the relationship with your IT provider ends for any reason, you should have these practical details at hand to protect your business. Otherwise, it could spell disaster for your operations.



# STOP PAYING TOO MUCH FOR SUBPAR IT

Don't settle for less with your IT provider. If you're investing but not receiving the services you should be getting, it's time to switch to a new IT team.

Nortec is an award-winning managed services provider with a focus on proactive management. We help you leverage your tech to the maximum benefit of your business. Whether your team is remote, hybrid, or on-site, we'll give you the tools you need to improve your cybersecurity and productivity.

We value our clients' time and tech investment. If you're dissatisfied with your IT services provider and you have Microsoft 365 subscriptions, we'll onboard you to Nortec's services with **NO onboarding fee**. Book a cybersecurity assessment today and increase your tech ROI.



## NO ONBOARDING FEE FOR MICROSOFT CLIENTS

