Strategic Communications
Managed Services

CISCO
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COMMUNICATIONS
IT SERVICES • CLOUD • AUDIO / VIDEO

Enhanced Productivity and Security

Strategic's Managed Services have transformed their clients' IT strategies and business infrastructure.

"I can't say enough about what Strategic Communications has done for us. The service they have provided has really freed up our resources and has helped us focus on finding better ways to help and serve the citizens of Oakland County."

Jim Taylor – IT Director of Oakland County Michigan

Executive Summary

Success in any industry takes seamless communication, access to vital resources, and efficient collaboration. Deploying a knowledgeable IT support staff to integrate the technical resources needed to achieve these things is crucial. Strategic Communications' provides Managed Services for businesses lacking appropriate IT resources to grow their organizations. Strategic's clients range from small/midsize businesses to State and Local governments.

Challenges

The majority of Strategic's Managed Services clients simply lack the appropriate IT resources to manage the day-to-day operations of

their businesses. Issues usually range from password resets and repurposing company laptops, to integrating new network routers/switches and setting up network security protocols. If these issues are not resolved, the result is a significant decrease in productivity and cyber security.

Enhanced Productivity

Strategic's Managed Services team averages 15 to 30-minute response times, and 1-hour total average resolution time. The team's quick response and resolution time saves customers an average of 10 to 30 minutes in productivity per Help Desk ticket. Overall, clients have experienced a decrease in average tickets submitted. One of Strategic's clients has seen an average decrease in ticketing of 44 percent! In addition, Strategic gives customers the option to call at no cost if they prefer a quicker resolution to their issue.

Enhanced Security

Security is one of the most critical components of Strategic's Managed Services offering. From October 2017 to December 2017, Strategic's Managed Services team ran 11 million queries of their clients' networks. Of the 11 million queries, Strategic identified and blocked 7,700 malicious cyber threats. In addition, Strategic's Managed Services team prevented 822 malware and botnet attacks to their clients' networks!

Cyber Security Threats

822

7700

■ Malware Prevented
■ Blocked Threats
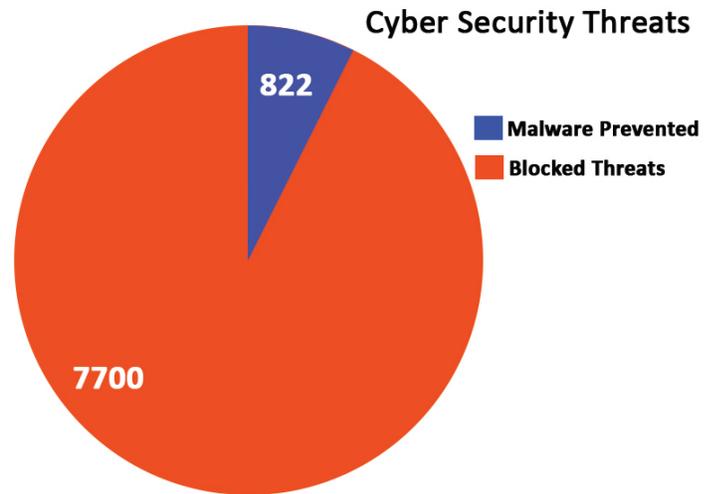
From October 2017 to December 2017, Strategic's Managed Services team prevented a total of 8522 malicious cyber threats to their clients' networks.

Conclusion

In conclusion, Strategic's Managed Services team significantly enhanced clients' productivity and security. Strategic's quick response times and efficient resolution times resulted in a large decrease in client Help Desk tickets. The decrease in Help Desk tickets means that clients are focusing more on revenue generating activities for their businesses. In addition, Strategic ran millions of network queries for clients to discover any cyber vulnerabilities. This resulted in thousands of malicious cyber threats uncovered and blocked, therefore preventing potentially devastating attacks.