



# A better business journey



## The story up to now

Owning a business is a journey. No one needs to tell you that. It's full of ups and downs, triumphs and defeats, milestones and shortcomings. And every step of the way, you hope that you can find solutions and services that can make your journey better than it would be otherwise.

After running a business for long enough, you realize at some point you can't do it on your own. So you begin the search for staff, vendors and partners. You begin gathering people and tools to make your journey smoother and more predictable.

And you start taking a hard look at your technology infrastructure.

Think about it: back before your business ran entirely on technology, it was a simpler beast. You relied on people, not software. On hard work, not an internet connection. In all the ways technology aimed to simplify your business journey, it also made it more complicated.

That's why you started looking for a person you could trust your IT to, like an on-staff IT team or a managed service provider. Technology is difficult to understand and even more difficult to trust. So you found people to rely on.

And ever since, things seem good. Everything is working. You've found the person or people you can trust your technology to. So you can finally stop worrying about it. Right?





## Shifting the burden

When you found those people to trust your technology to, you effectively shifted the burden of technology management to them. That doesn't mean you hold your hands over your ears anytime someone talks IT, but it does mean you're not plugged into the struggles like you might've been earlier on.

So just because things seem to be going well from your perspective doesn't necessarily mean they are.

It is vital that you take steps to stay aware of your IT team's work. With the constant demands of IT support and the daily management of existing solutions, it is all too easy for your staff to become overburdened by today and to lose the time to focus on *tomorrow*.

When that sort of burden does occur, you need to be prepared to provide them with the resources they need to focus on the big IT picture instead of the daily IT grind.

Really, that means you have two options: hire more internal IT staff or find a co-managed partner to assist your staff with the tedious, daily work they are being slowed by.

## Stay aware and proactive

Only through regular and ongoing assessment can you truly gauge if your IT team is becoming overburdened or under-resourced. Being aware of your business growth as well as your team's skill growth is vital to staying on top of your ability to scale your IT. The best way to do this is a simple question and answer session either with your current IT partner or your on-staff team. Here are the questions we found to spark the right conversations.

- How are you improving your business and skills?
- How do you feel about the amount of work you do? Do you feel like you're able to stay ahead of IT demands?
- What's your technology strategy for my business?
- How can IT help improve our processes?
- Can you prove that my business continuity plan actually works?
- What steps are you taking to truly protect my business' data with your systems?

And while there are right and wrong answers to all those questions, what's most important is that the answer your partners or team gives aligns with your goals and business approach. You need partners who want to grow and advance as much as you do. Partners who care about building trust and proving what they do works.

The answer to these questions can also inform if you need to bring on a co-managed partner. Outsourcing the more tedious day-to-day tasks can open up the opportunity for your IT staff to focus on being the strategic asset your business needs for growth.

The goal of these questions is to give you a better understanding of not only service delivery but also the overall connection between your IT strategy and your overall business strategy.

## Transitions **suck.**

It can be daunting to think about switching service providers or bringing on a technology partner to augment your on-staff team. It's a big change. But over time, as your business grows you risk creating IT chokepoints and outages that can cost you a lot of revenue in the long run. You may get poor service or your team may not have enough resources to provide the service your business needs.

All told, you're not going to get the business outcomes you need.

Yes, changing or adding new IT partners can be stressful. At the very least, it's inconvenient. But a truly great partner will make it so the transition is almost unnoticeable by your staff and your clients.

There are a few simple steps the right partner will take to make your transition seamless.

## A lot of up-front work

A great partner will do a ton of work and knowledge gathering way before any new solutions or technologies are implemented. Many call this the discovery phase.

They will spend plenty of time learning about your specific needs, how you run your business, the day-to-day programs and applications your office needs, and your goals going into the future.

They will also use this opportunity to build a relationship with your IT staff. It's vital that a co-managed partner not work over or around your staff -- they are there to serve as a resource pool for your IT team to pull from.

By spending a solid amount of time gathering this requisite information, they can find the right way to onboard your company so you experience minimal or zero service interruption.

## Stress-free onboarding

The main concern when changing or adding new providers is downtime. Downtime means lost revenue, and that's just hard to stomach.

A service provider who invested enough time and effort during the discovery phase will be able to negate any downtime. By the time your new support or solutions are ready to roll out, they will be planned to the most minute detail. That results in the physical service "transition" being done off business hours -- usually at night or, if more time is needed, over a weekend.



## Training, education, and support

Even the perfect solution deployment is going to fail if your staff isn't ready for it. That's why great service providers offer training or strategic meetings leading up to and following any new solution or support. This ensures that when the solution is live, your staff is already familiar with any changes to their workflow.

In addition, your partner should offer ongoing education to keep your staff trained on any changes to the interface of feature sets of software they use.

## Find someone who gives a damn

Keeping your business on a healthy growth pattern means keeping your IT on a similar pattern. That's why it's important that you consider your options when you are at the point of scaling or optimizing your IT infrastructure.

You need partners who treat your business like it's their own. Providers who want you to have the best solutions so you can be better at what you do. A true partner who is 100% devoted to supporting the goals of your IT team. You need someone who gives a damn about you, your staff and your business.

At KME, that's our entire business philosophy. To care about your business as we care about ours. To find the best solutions and support so that you can focus on your business and achieve your goals.

You deserve a partner who gives a damn. So give us a call and see how we can make your IT journey a true epic.





## Orange County Office

21064 Bake Parkway,  
Second Floor  
Lake Forest, CA 92630

P: 949-462-7001

[www.kmesystems.com](http://www.kmesystems.com)

