



**Resolutions**

Managed Services Provider

## White Paper: Cloud Computing Defining Return on Investment.

**The emergence of the new 'technology paradigm' known as Cloud Computing is not just causing a stir in the industry, it is poised to turn the entire industry on its head by revolutionising the IT**

Hype is not uncommon in the IT industry. New technologies are emerging all the time, stretching technological boundaries and pushing the convergence of technology into our everyday lives

more and more. In the new digital age, technology is all around us and we use it almost naturally - seamlessly blending it into our environment.

### **History Being Repeated...**

Cloud Computing is being compared by many to 'The Big Switch' of the early 1900's, after which manufacturers were no longer required to be in the power generation business alongside their primary manufacturing interests. This was down to the emergence of a common electricity grid system. Like the switch to the electricity grid, Cloud Computing takes IT away from being a sunk cost requiring a great deal of in house investment.

More and more people are beginning to appreciate the big an impact act Cloud Computing can have on how businesses run their operations. The following white paper looks to address some questions on Cloud Computing and outline the benefits a switch to the Cloud can provide businesses.

## What is Cloud Computing?



Cloud Computing is a style of computing where scalable and elastic IT capabilities are provided as a service to multiple customers using Internet technologies.

**In the simplest of terms, it's 'IT-as-a-Service'.**

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## How Can Cloud Computing Aid my Organisation?

### IT Productivity

#### Do More with Less:

When trying to estimate ROI, generally the first thing to consider is the direct savings available within the IT infrastructure. Investments in system and network management software will presumably have the greatest effect on productivity and operational efficiency. The move of system management processes to the Cloud creates quantifiable value in many ways, including:

- increase in efficiency of support staff - service the user base with fewer employees and associated costs
- enhanced productivity permits IT to perform routine operational tasks, such as backup and restore system setup and

upgrades, password administration, and the virus detection and purging process, with less staff and with better resource allocation

In most companies, one of the greatest IT challenges is maintaining internal users' desktops. The combined changes to hardware, operating systems and application suites can result in a need for frequent software updates. This is made all the more complicated by the increased use of laptops that are only intermittently attached. IT managers generally report that the use of Cloud Computing tools creates substantial savings in staff hours that are expended on such system and software deployment.

### Increasing Value

#### Through Availability:

Everyone understands that business productivity losses can occur due to system and application downtime and these losses can be felt throughout the entire company. However, they usually do not show up in the IT budget, nor are improvements in that area typically credited to IT's success. This makes it all the more necessary for IT management to communicate to corporate management the cost associated with downtime and the potential savings to be achieved by reducing it.

These internal costs are often ignored, as they are typically considered "soft costs." Nonetheless, they are real and can be calculated using the very reasonable assumption that an employee's fully-loaded hourly cost (including benefits and overhead expenses) are equal to their

value to the company. If this cost is £100 an hour, then the loss of that employee's services for one hour because of a system problem costs the company £100.

The problem: Management struggles to keep up with increasing demands on the part of the business process owners to create new solutions to a range of internal (business processes) and external (customer and supplier related) problems. IT also struggles to maintain required processing power and disk storage space while maintaining high system availability.

A switch to Cloud Computing can help address all these issues, eliminating internal server downtime and helping IT management to be flexible in meeting increased demands as part of business processes.

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## Key Features

### Meaningful Policy Management

Access our secured web site from any location and you can manage groups and policies. Our technology monitors IT administrator defined policies and performs tasks as directed, allowing IT administrators to customize policies and groups to suit corporate needs. Our proprietary tools let you manage what rights users get, the types of scan coverage and access rights.

### Continuous Updating

Everyone knows that keeping up with latest software builds/versions is one of the biggest challenges of successful desktop management. IT administrators must monitor software implementation while keeping up with running the rest of IT. We update signatures automatically as soon as they become available and allow for notification if signature files are out of date.

### Real-Time Global Reporting

We offer web-based reporting that shows software management activity in real time. This information is immediately available anywhere in the world via a secure link to our webpage. You can determine what hardware and software monitoring is necessary with reports that can be generated down to the individual desktop level or globally for your entire customer base.

### Automatic Installation

We offer the latest in secure installation management. IT administrators can remotely install our Anti-CyberCrime Agent to the entire company/network from one computer, enabling global management quickly and easily.

### Alerts, Notification and Automatic Activity Reports

Customers considering out-tasking their network security functions, or widening the array of security services their business currently receives from a service provider, are part of a growing trend. Analysts predict a surge in out-tasked security in coming years.

Out-tasking security does not require the customer to relinquish control over critical business processes. A managed service provider can work alongside the client to help ensure that workflow control is maintained within the organization. Businesses with in-house IT expertise can determine where control is desirable, and where managed service provider support can free time and resources to devote to other initiatives.

For any event each agent can send out alerts and notifications to the proper IT Administrator and or the managing consultant. If you are providing true managed services you can setup a policy to automatically send out activity reports of snapshot views of the customer's network in a real time fashion.

### Hands-Off Anti-Virus Management

A network is most vulnerable to virus infection at the desktop. The desktop is also the most difficult and costly place in your network to protect. However, the desktop is the most effective place to put AV protection. Our Hands-Off Technology automatically installs, maintains, and updates our anti-virus desktop solution removing complexity while significantly reducing total cost of ownership.

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## Why a Resolutions MSP Solution?

Managing corporate desktops is often a staggering function due to the costs in deploying, managing, and supporting software. Companies looking to reduce desktop management costs through more effective software utilisation and monitoring will benefit from implementing the AntiCyberCrime Agent. This software management application allows for a simple and secure hands-off solution that saves time, money and support resources. ResolutionsMSP technology lets you deploy a software management solution that is simple and cost-effective.

- ResolutionsMSP solution is web-based SaaS (Software as a Service) technology that provides you with an effective desktop solution, ready for dynamic and automatic deployment.
- The AntiCyberCrime Agent uses Hands-Off Technology combining ease of use in a single point of management.
- This system can be installed, managed, and monitored via the Internet.
- In addition, we save you the money and the headache associated with dedicated servers and multi-server coordination.

### Endpoint Security Delivers Every-time 24/7/365:



### What are the benefits?

#### As an IT Director.

- ✓ Simplified management with rapid set-up, quick implementation & central web-based console control.
- ✓ Seamless updates are automatically pushed to endpoints.

#### As a Business Owner.

- ✓ No additional management software, hardware or dedicated IT resources required.
- ✓ Simple, cost-effective solution for endpoint protection.

#### As an End User.

- ✓ Up-to-date protection on the road or in the office.
- ✓ No need to log on to the VPN to update policies.

### In Conclusion

- Cloud Computing is revolutionising IT in business
- Increase efficiency and enhance productivity
- Substantial savings re staffing, maintenance and infrastructure
- Reduce downtime and meet increased IT demands
- Simple and cost effective solution

A switch to the cloud provides numerous benefits. Costs are significantly reduced through lowering total cost of ownership, hardware & software costs, as well as eliminating the need for an extremely costly in house infrastructure. A firm's agility and reliability can also be improved through improved availability, scalability and disaster recovery time.

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