

NEWSLETTER

NOVEMBER

Vol. 1 Ed. 4
Nov. 3, 2020



THE MONTHLY MESSAGE



2020 has been scary, but don't let outsourcing be!

Small-to-medium-sized businesses (SMBs) generally don't have the resources to fully support all IT infrastructure needs. Even if your business has one or several in-house IT technicians, they're often so bogged down by routine daily tasks that their talent is wasted. The very core of your business infrastructure is jeopardised if they're overworked, and vulnerable to error. This employee isn't adding nearly as much value to your business as they should be. It's not a good place for them or you.

According to the research group Gartner, over 65% of IT budgets go towards tasks that do nothing more than "keep the lights on". This means SMBs investing in their technology aren't necessarily improving operations and efficiency or enhancing their security. They're just keeping the wheels turning.

The concept of "managed services" has evolved through the last decade. Today, managed service providers (MSPs) are being used by small businesses to cost effectively manage, service and support their IT processes. MSPs are often called in as an alternative to adding additional inhouse staff. Unfortunately, this also means MSPs are typically seen as a threat to the job security of any IT employee that fears they're about to be replaced by "outsourced" help.

(Continued on Page 2)

President Jon Stagman is excited about the future of Pantheon. Let's keep growing!!



"So many good things on the horizon. I'm excited for both our team and our client partners."



EMPLOYEE SPOTLIGHT



**BRIAN FINN – L3 Engineer:
Technical Solutions Manager**



Year Started at Pantheon:
2013

What is the strangest food you've ever eaten?

Rabbit

What INSPIRES you?

My daughter!

If you could be one animal for a day, what animal would you be??

A mouse!

Favorite memory working at Pantheon?

Every day is a great day at Pantheon, AND the day that Nikki started!:)

We work to provide clients with the right tools and people to support their Technology. From a growing business to a multi-site enterprise, as your Managed IT Partner we are with you every step of the way.

OCTOBER

(Continued from Page 1)

MEET YOUR IT TEAM'S NEW BEST FRIEND - MANAGED SERVICES

A HAPPIER IN-HOUSE IT STAFF

Many of those never-ending mundane tasks performed by in-house IT support on a daily basis can be automated. While this could easily be interpreted as suggesting on-site staff aren't necessary, that couldn't be further from the truth. Your current IT support can leverage all of the benefits of MSP services such as: Proactive management, Remote monitoring, End-user help desk, Fulltime network operations center, Disaster recovery/business continuity solutions, Security audits/updates

GUIDED FOCUS, DIRECTION & PRIORITIZATION

Working with a MSP gives existing inhouse IT support some much needed focus and direction. MSPs commonly offer a complimentary consultation and network assessment that evaluates the overall performance and health of your IT infrastructure. From there, the MSP will recommend the products or services most beneficial to current IT needs. Detailed reports give you and your team visibility.

FEWER FAILURES & HUMAN ERRORS

A high percentage of costly security breaches are the result of human error. This is often because IT employees are stretched too thin and overlook vital security measures, such as applying tested security patches or updating antivirus software programs. Working with a MSP will eliminate much of the work overload that often leads to system or security vulnerabilities. Systems can be backed up in the cloud for an immediate full system restore if needed. Internal IT support will no longer bear sole responsibility for the constant availability and security of stored data.

WHAT'S NEW WITH PANTHEON?



Happy Birthday!!!



Nikki Dulas 11/11



Julie White 11/11

Happy Anniversary!!!



Nikki Dulas 11/16
TWO YEARS!



Chris Snow 11/19
ONE YEAR!

We work to provide clients with the right tools and people to support their Technology. From a growing business to a multi-site enterprise, as your Managed IT Partner we are with you every step of the way.