

# Today's Information Technology Economics

Presented by

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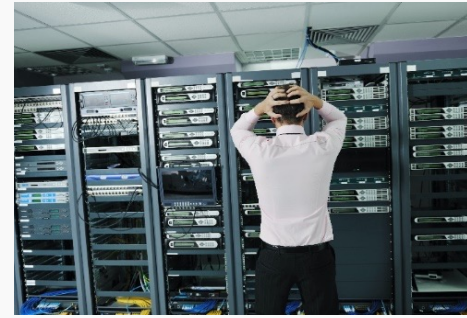
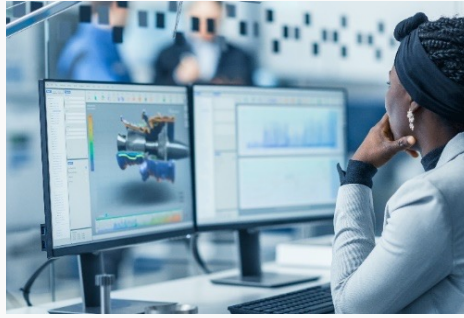
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# Introduction



## Key IT focus areas for 2023:

Enabling your next wave of growth

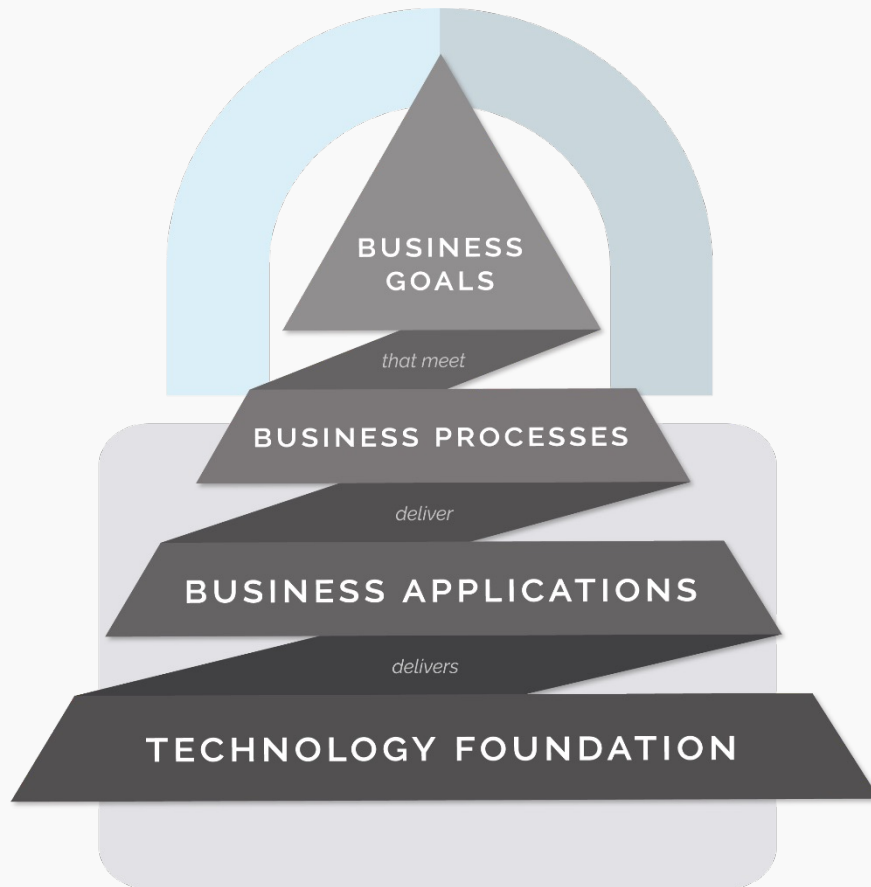
Perpetually improving digitalization, automation, modernization

Do you have the right experts in place today? Do they have the right leadership qualities? Do you have enough of them?

Small team of experts sitting in a glass house being asked to do more with less every year will no longer suffice

How can I optimize spend with the right partners to ensure project success & budget compliance because I have the work – just need the tech

- 01** Definitions
- 02** Economies of scale
- 03** Service Provider Consolidation
- 04** FTE Reduction / Reallocation of skills
- 05** Infrastructure and Admin Optimization
- 06** Resource and Finance
- 07** Cyber Security Metrics



# The ICG Approach

To compete, technology must be core to the foundation of your business. Without a solid & flexible technology foundation, your business—no matter what you do—will struggle to deliver business applications & processes. ICG's approach is to architect a secure technology foundation that delivers all business applications & processes. This is referred to as perpetual evolution and allows businesses to continually upgrade their digital capabilities and the foundation underneath them.



# What is a Managed Services Provider?

01

Your highly skilled, white glove IT department – without the business cost of a Full Time Employee (FTE)

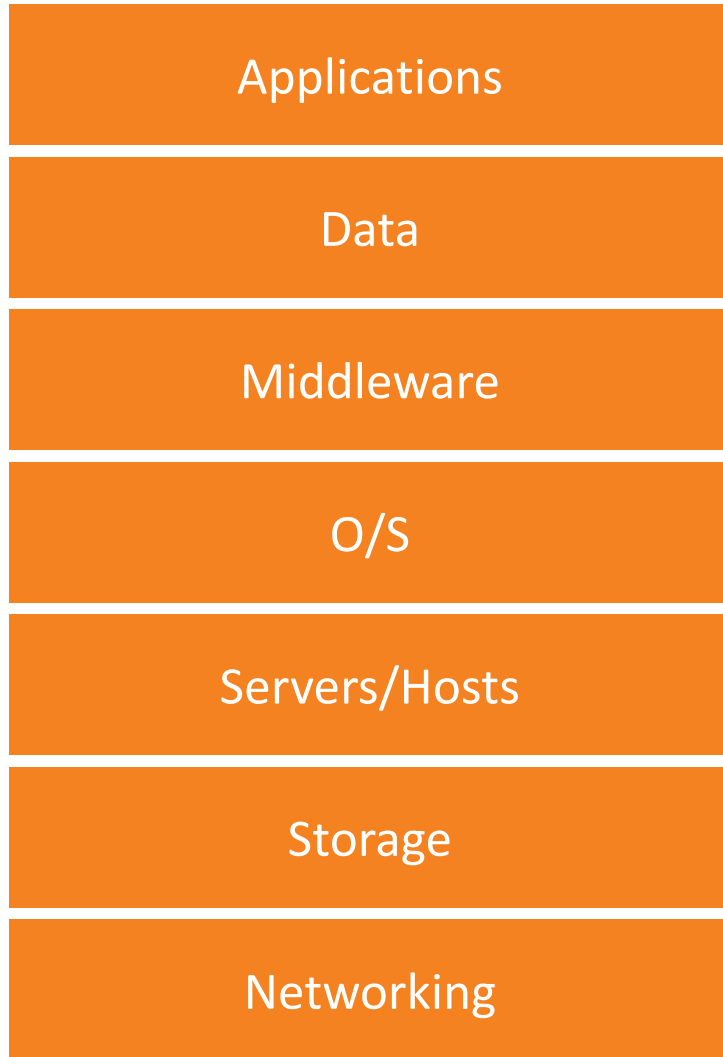
02

Practice of outsourcing / sharing responsibility for maintaining a range of processes to improve operations (doesn't have to be specific to IT)

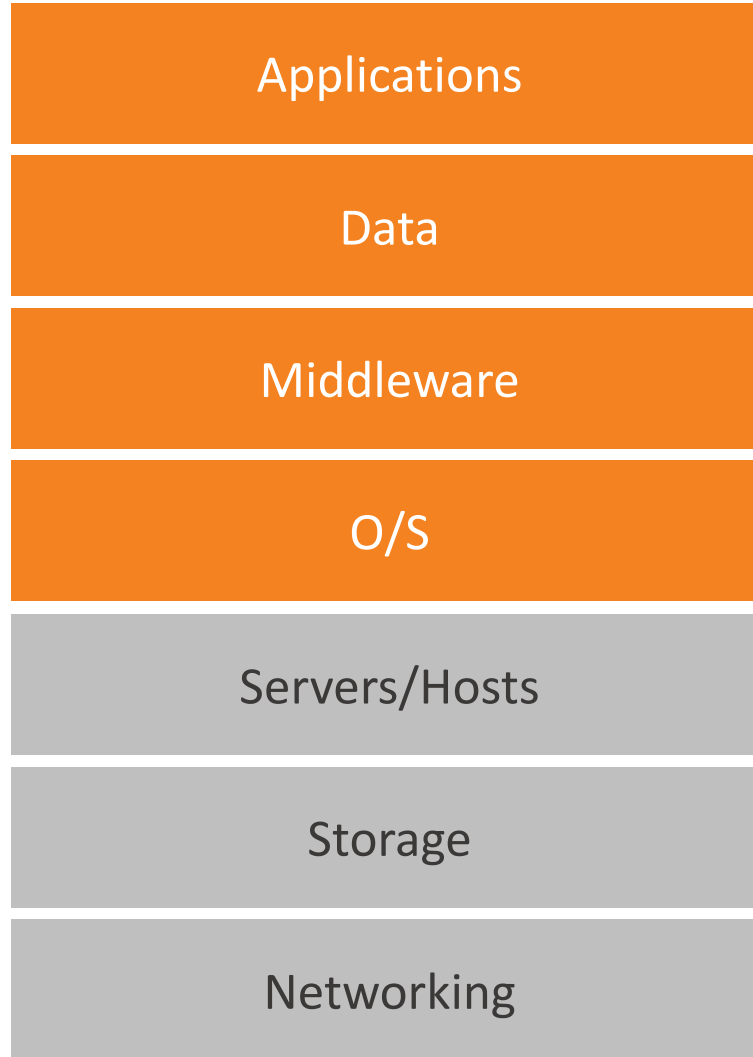


# Cloud vs. On-Premise

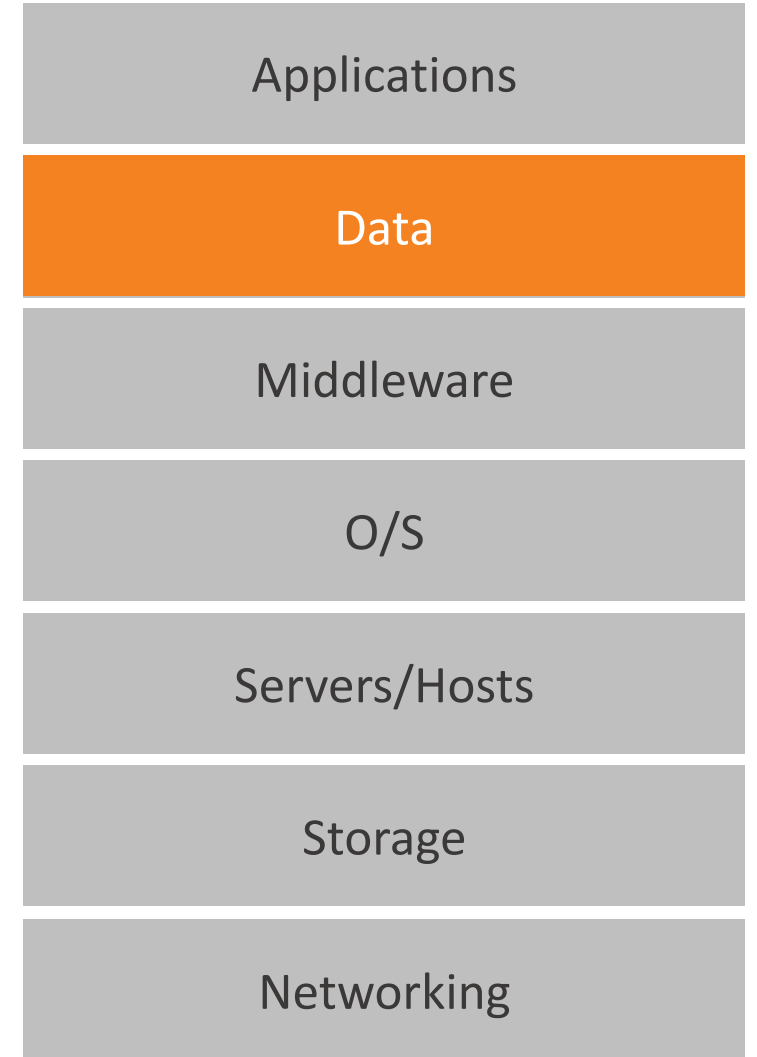
## On Premise



## Private Cloud



## SaaS



 Customer owns       Subscribe





# Economies of Scale

**Third Party License Consolidation**

**Management of other service providers**

Internet / Phone

**Reduction of uninformed decisions**

Business / Financial

**Access to broad set of industry experts**

# Consolidation of other service providers



Co-Termed 3<sup>rd</sup> party software management



Internet – VOIP – internal communications



Ready for regulatory changes at a moments notice







# Maximizing highly skilled labor assets

The chef shouldn't do the financials or work on the air conditioning unit

Fresh set of eyes on the business

Some markets simply don't yield the right talent – especially in the current labor market

Lack of current skillsets or capabilities will no longer hold you back

# Streamline your infrastructure

01

According to IDC's data, unplanned downtime costs organizations \$58,118 for every 100 users

02

The average employee was losing 12.4 hours a year due to server downtime and 6.2 hours a year for network downtime

03

Implementing Managed IT Services reduces server and network downtime by more than 85 percent (IBM Study)





# Grow with confidence and sustainability

01 Lower overall costs and smooth monthly financials

02 According to a CompTIA study:

- 46% of managed IT service users have cut their annual IT costs by 25% or more.
- 50% of managed IT service users have cut their annual IT costs between 1% to 24%

03 24x7 coverage that never goes on vacation



# ICG Managed Services Offerings

Desktop Support

Networking

Database - SQL DBA

ERP – Infor Fourth Shift, Infor Visual, Acumatica

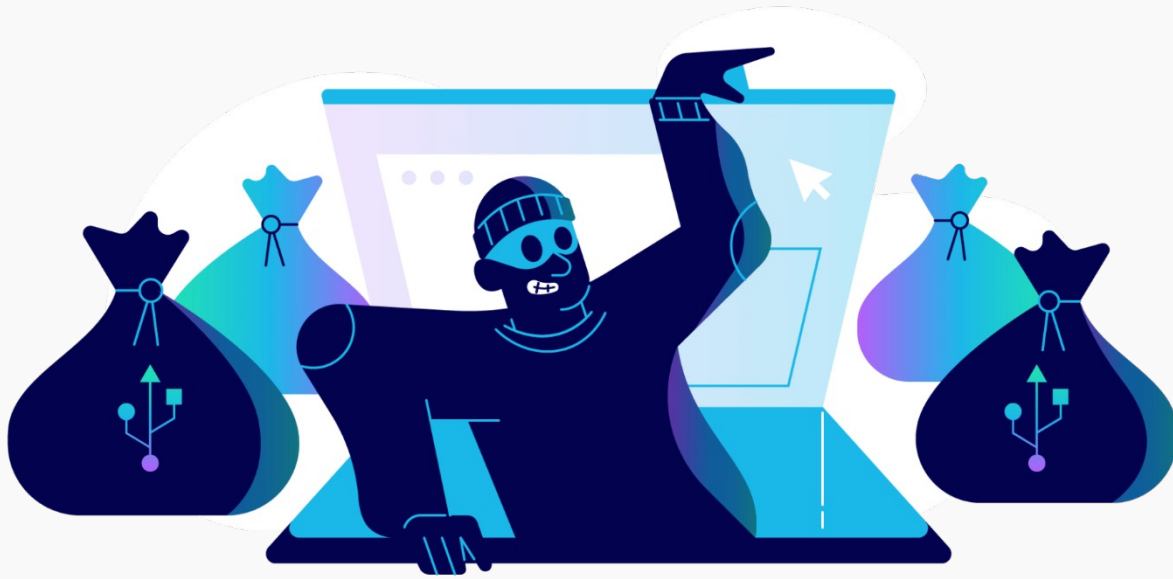
Security - SOC

IT Managed Services Your Way

CIO/CTO, Datacenter, Citrix, VMware, Storage, Network, and more







# Cyber Insurance

*The real costs of an incident*

Cybercrime will cost companies worldwide an estimated \$10.5 trillion annually by 2025, up from \$3 trillion in 2015. At a growth rate of 15 percent year over year

According to Accenture's Cost of Cybercrime Study, 43% of cyber attacks are aimed at small businesses, but only 14% are prepared to defend themselves.

According to IBM, it takes a company 197 days to discover the breach and up to 69 days to contain it. Companies that contained a breach in less than 30 days saved more than \$1 million

A recent study performed by AdvisorSmith Solution Inc. found that the average cyber insurance cost in 2019 was \$1,500 per year for \$1 million in coverage, with a \$10,000 deductible.

Generally accepted best practice of focusing on the proper prevention and management of cyberthreats in order to minimize risks and save on coverage

Fewer claims = better and lower premiums



**Insufficient security measures: 45% say that their processes are ineffective at mitigating attacks.**

**Frequency of attacks: 66% have experienced a cyber attack in the past 12 months.**

**Background of attacks: 69% say that cyber attacks are becoming more targeted.**

**The most common types of attacks on small businesses include:**

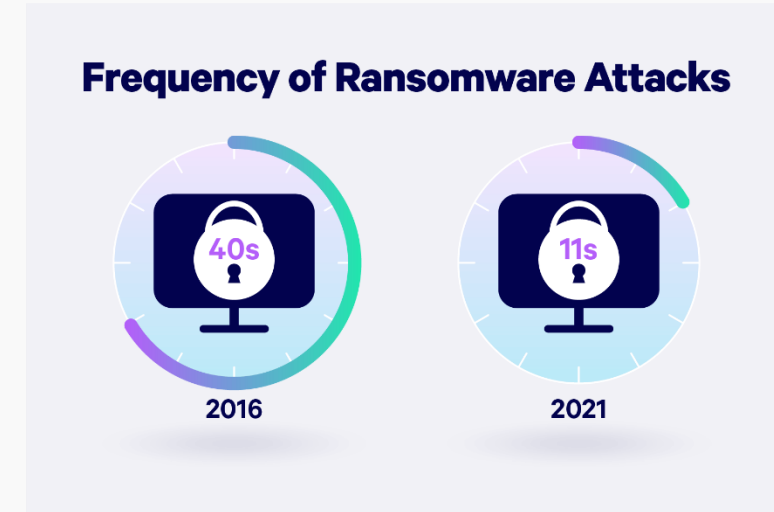
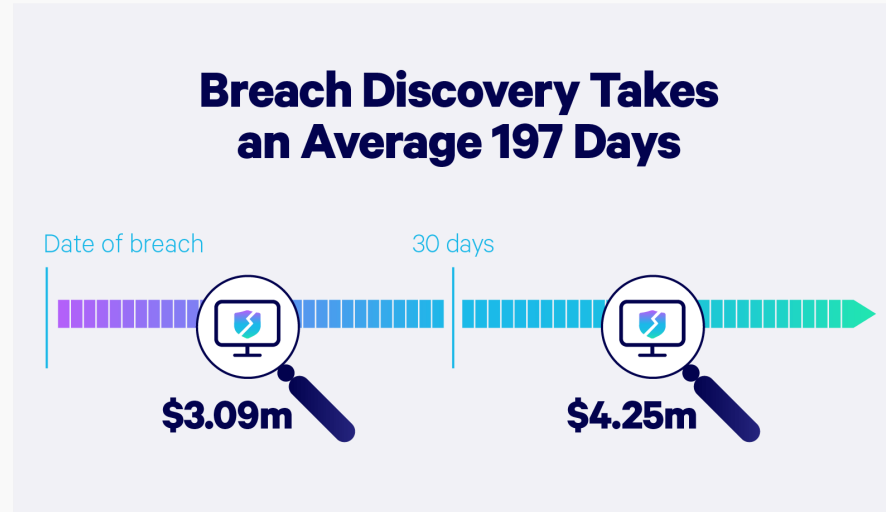
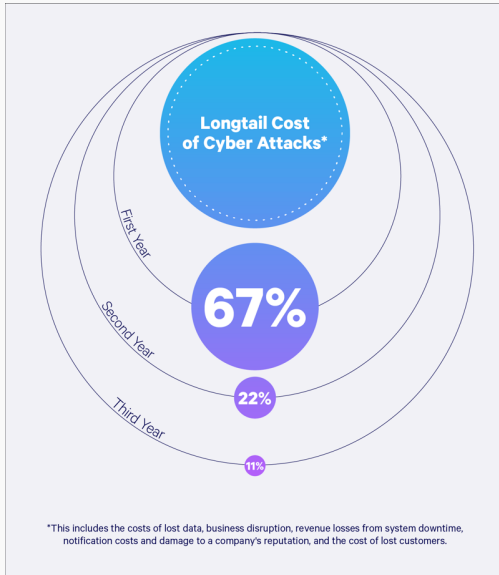
**Phishing/Social Engineering: 57%**  
**Compromised/Stolen Devices: 33%**  
**Credential Theft: 30%**

## Growth of Cybercrime Costs





# Summary



**Find a trusted MSP and take advantage of their expertise!**

**Have a plan for a breach – even the most disciplined companies will have an incident at some point – we are all human**





# Questions?

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