

## Q & A

**Q:** What are “Managed Services?”

**A:** “Managed Services” are ongoing IT services that are intended to provide a business with all of the benefits of having their own fully staffed IT department without the high cost of going out and hiring staff. *This is sometimes referred to as a “Virtual IT Department.”* Managed Services can also be used to describe individual IT services, such as network security management, that are delivered on an ongoing basis for a monthly fee. In either case, Managed Services are delivered via the Internet and are intended to fill in the gaps that exist in a company lacking—by choice or by budgetary constraints—in internal IT resources.

**Q:** How does Dyrand’s *Allied Insight IT Support System* benefit a business?

**A:** Dyrand’s *Allied Insight IT Support System*—our version of the Managed Services model—helps in many ways. Instead of working with multiple vendors to evaluate, acquire, deploy, and support technology, businesses choosing this model have one company to handle all their IT support needs. Dyrand takes ownership of the entire computing lifecycle for one low monthly payment and gives their clients one point of contact. This allows a business to truly use IT as a competitive tool by deploying the latest technology rapidly, and without large infrastructure costs. The headaches of managing the business’ computer systems and networks are eliminated so they become free to focus on their business.

**Q:** How is Dyrand’s *Allied Insight IT Support System* delivered?

**A:** Dyrand’s primary method of service delivery is via a secure Internet connection. Should an on-site visit be required, we will arrange for it, however, most issues can be successfully resolved without a site visit.

**Q:** Why call it “Allied Insight?”

**A:** *We believe an IT company should share goals with its clients, and work with them for mutual benefit.* We’re dedicated to listening to our clients, so that we can really understand what those business goals are. When a business chooses Dyrand, they’re choosing more than just an IT firm—they’re choosing an extension of their own team.

When a business works with Dyrand, they’re investing in a valuable relationship with a team of specialists that listens to the heartbeat of their business to understand its IT needs. **It’s truly an alliance of interests**—our clients and Dyrand’s—and a convergence of technical expertise with sincere, human helpfulness.

## Q & A (continued)

**Q: How does Dyrand work with an existing IT department?**

**A:** For larger companies, Dyrand works very well with the internal IT department, because our services are provided a la carte and are very effective in terms of freeing up internal staff for more strategic projects. For smaller companies, particularly those with a one-person IT department, there can be substantial overlap, and therefore it is critical to establish clearly who will be responsible for what.

**Q: How are *Allied Insight IT Support System* clients billed?**

**A:** Unlike most IT consulting companies, Dyrand's preferred method of billing is not hourly. Instead, the services of the *Allied Insight IT Support System* are all delivered for a fixed fee, per month, per device, so that our clients' costs scale in direct proportion to their business. Fixed-fee consulting is also available for short term projects.

**Q: How does having IT services delivered remotely compare to on-site delivery?**

**A:** There are more advantages than disadvantages. With remote support, Dyrand is able to be far more proactive by making use of our monitoring software and reporting systems. We are able to resolve the vast majority of non-hardware issues this way. The only disadvantage we can think of is that our clients don't get to see our smiling faces as often, and we don't bring coffee and donuts on service calls.

**Q: Are there security risks to receiving remote support?**

**A:** No. We do not require our clients to open any additional ports in their firewalls. We use remote control software that allows us to control our clients' PCs and servers as though we are sitting right in front of them. For PCs, the individual user must authorize us to take controls each time, so they can be assured that we aren't doing anything they aren't able to sit there and watch. For servers and other types of equipment, we use standard username and password credentials, just as we would if we were standing in front of the machine.

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