



TELUS Fully Managed vs. Internal IT

Benefits of outsourcing your IT

IT requirements	TELUS Fully Managed	Internal IT
24/7 support	<ul style="list-style-type: none"> 24/7 user and network support* Proactive monitoring of managed devices 	<ul style="list-style-type: none"> Monday–Friday, 9-5 best effort support Reactive support solutions
Reporting & documentation	<ul style="list-style-type: none"> Performance and device reporting Best practice frameworks and standard operating procedures (SOPs) 	<ul style="list-style-type: none"> Limited visibility into IT environment Ad-hoc documentation
Enterprise-level security solutions	<ul style="list-style-type: none"> Robust, multi-layered security strategy Security solutions crafted and regularly reviewed by a dedicated team of experts 	<ul style="list-style-type: none"> Reliance on off-the-shelf security software Regular review of tools not a top priority
Governance framework	<ul style="list-style-type: none"> Adopts Information Technology Infrastructure Library (ITIL) best practices Knowledge & change management protocols Ongoing certifications and compliance 	<ul style="list-style-type: none"> Lack of ITIL familiarity and experience Little or no defined protocols due to limited bandwidth Difficulties maintaining certifications with limited IT staff
Virtual CIO	<ul style="list-style-type: none"> Comprehensive experience leveraging technology to drive impact within the organization Tailored IT roadmap with timelines and budgets for critical IT initiatives 	<ul style="list-style-type: none"> Dedicated team members lack exposure across various areas of IT Ad-hoc, reactive project scheduling
Professional services	<ul style="list-style-type: none"> Extensive experience completing a diverse range of projects Dedicated professional services team to deliver projects on time 	<ul style="list-style-type: none"> Projects often being completed for the first time Delays common due to balancing end-user support, network support and project duties
Focused support team	<ul style="list-style-type: none"> Specialized team members with dedicated focus areas 	<ul style="list-style-type: none"> IT team members with multiple duties, being pulled in multiple directions
Client service improvement process	<ul style="list-style-type: none"> Regular surveys used to continuously improve service 	<ul style="list-style-type: none"> No defined mechanisms to provide consistent feedback

Why partner with TELUS Business?

Our highly skilled IT professionals provide companies with day-to-day IT management and support. Choosing the right partner to help you modernize operations is crucial for the success of your business.

Connect with a managed IT specialist today to learn how TELUS Business can help with your evolving IT needs.

telus.com/FullyManaged

 TELUS® Business

*Subject to the plan of choice and connectivity in your area