CMS

CO-MANAGED IT SERVICES

Cloud Made Simple offers a unique Co-Managed IT Services solution that enhances your internal IT team by providing additional expertise, support, and resources.

BUSINESSES THAT MIGHT BENEFIT FROM CO MANAGED IT SERVICES?

- ✓ Mid-Sized and Growing Businesses
- ✓ Businesses with Limited IT Resources
- ✓ Industries with Compliance and Security Needs
- ✓ Organisations with Multiple Locations
- ✓ Businesses That Need Strategic IT Guidance
- ✓ IT Teams That Need a Safety Net

Find out if Co Managed IT is right for your business and see exactly how Cloud Made Simple can support and strengthen your IT operations.

① EXPERTISE ON-DEMAND

Why It Matters:

Gain immediate access to our team of IT experts who bring years of industry experience. This allows your in-house team to tap into a wealth of knowledge for complex challenges.

Key Questions to Ask:

- *Do we have the in-house expertise to handle all IT challenges, or do we struggle with specialised areas like cybersecurity and cloud management?*
- *How much time does our internal IT team spend on troubleshooting instead of focusing on strategic business initiatives?*
- *If a critical IT issue arises, do we have immediate access to experts who can resolve it quickly and minimise downtime?*
- *As our business grows, can our IT team keep up with increasing demands, or do we need additional resources?*
- *Would it be more cost-effective to access specialised IT expertise on demand rather than hiring full-time staff for every need?*
- *Do we have a plan in place if key IT team members are unavailable, ensuring business continuity and security?*

Action Steps:

- *Evaluate Internal IT Gaps – Identify areas where your team lacks expertise or struggles to keep up with demands.*
- *Assess Business Impact – Determine how IT challenges affect productivity, security, and overall business growth.*
- *Consider Cost vs. Benefit – Compare the cost of hiring full-time IT staff versus leveraging on-demand expertise.*
- *Research Co-Managed IT Providers – Look for a trusted IT partner with experience in your industry and a strong track record.*

(2) SCALABLE SUPPORT

Why It Matters:

As your business grows, our services scale with you. Whether you need additional support during peak times or specialised expertise for new projects, we're here to help.

Key Questions to Ask:

- *Can our current IT team handle increased workloads during business growth, peak periods, or unexpected IT demands?*
- *Do we have the flexibility to scale IT resources up or down without overcommitting to full-time hires?*
- *Are we experiencing slow response times or delays in IT projects due to limited internal resources?*
- *How quickly can we adapt our IT support if our business undergoes expansion, restructuring, or a shift to new technology?*
- *Would having on-demand IT support improve our ability to innovate and stay competitive without overburdening our internal team?*

Action Steps:

- *Assess Current IT Capabilities – Review whether your internal team can handle growth or fluctuating IT needs effectively.*
- *Identify Pain Points – Pinpoint areas where IT scalability is a challenge, such as slow response times or project bottlenecks.*
- *Evaluate Cost vs. Flexibility – Compare the financial impact of hiring additional staff vs. leveraging a scalable IT support model.*
- *Explore Co-Managed IT Options – Research providers (like Cloud Made Simple) that offer flexible, scalable IT services.*

(3) COST EFFICIENCY

Why It Matters:

By supplementing your in-house team with our experts, you avoid the expense of hiring full-time staff for specialised roles

Key Questions to Ask:

- *Are we getting the best return on investment from our current IT team and resources?*
- *Could we reduce operational costs by outsourcing certain IT functions instead of hiring full-time staff?*
- *How much are we spending on downtime, delays, or inefficiencies due to limited IT capacity or expertise?*
- *Are we investing in the right IT tools and services, or are we overspending on things we don't fully utilise?*
- *Would a flexible, co-managed IT model allow us to scale support as needed— without overspending?*

Action Steps:

- *Audit Current IT Spending – Review all IT-related expenses, including staff, tools, vendors, and downtime costs.*
- *Identify Cost Inefficiencies – Highlight areas where your budget is underperforming or being stretched unnecessarily.*
- *Benchmark Alternatives – Compare the cost of co-managed IT support versus maintaining or expanding your internal team.*

Why It Matters:

Benefit from our up-to-date security protocols and best practices, reducing risks associated with data breaches and other threats.

Key Questions to Ask:

- *Are we confident that our current IT setup protects against evolving cyber threats like ransomware, phishing, and data breaches?*
- *Do we have the in-house expertise to maintain up-to-date security measures, patching, and threat detection?*
- *Are we meeting all necessary industry regulations and compliance requirements?*
- *How quickly can we detect and respond to security incidents—and are we prepared for a worst-case scenario?*
- *Would partnering with a co-managed IT provider strengthen our security posture and reduce risk exposure?*
-

Action Steps:

- *Conduct a Security Audit – Review your current cybersecurity posture, including tools, policies, and incident response plans.*
- *Identify Vulnerabilities – Pinpoint gaps in expertise, monitoring, or outdated systems that may leave you exposed.*
- *Evaluate Compliance Risks – Ensure your business is meeting the latest data protection and regulatory requirements.*

IMPROVED FOCUS ON CORE BUSINESS FUNCTIONS

Why It Matters:

Removing the burden of day-to-day IT issues from your internal team results in higher overall productivity.

Key Questions to Ask:

- *Is our internal IT team spending too much time on day-to-day support instead of helping drive business innovation?*
- *Are IT issues and interruptions pulling leadership or staff away from their core responsibilities?*
- *Could our business perform better if IT operations were more streamlined and less reactive?*
- *Do we lack the time or capacity to implement technology that would improve efficiency or customer experience?*
- *Would outsourcing routine IT tasks allow us to focus more on growth, strategy, and delivering value to customers?*

Action Steps:

- *Evaluate IT Workload Distribution – Review how much of your IT team's time is spent on routine tasks vs. strategic initiatives.*
- *Identify Bottlenecks – Pinpoint how IT-related distractions are impacting business units and overall performance.*
- *Align IT With Business Goals – Define how IT can better support innovation, customer service, and operational efficiency.*

WHAT WE DELIVER

Partner with Cloud Made Simple to streamline your IT operations, support internal teams, and keep your systems running flawlessly.

Customisable to your business needs

1. Extended IT Team
- *Fill skill or resource gaps*
- *Access to senior engineers & specialists*
- *Backup during staff leave, projects, or high demand*

2. 24/7 Monitoring & Support
- *Proactive monitoring of systems and networks*
- *After-hours and overflow support*
- *Rapid incident response and resolution*

3. Security & Compliance
- *Patch management and endpoint protection*
- *Multi-layered cybersecurity (EDR, MFA, firewalls)*
- *Support for compliance*

4. Cloud & Infrastructure Management
- *Microsoft 365 & Azure support*
- *Cloud migrations, backups, and cost optimisation*
- *Hybrid environments (on-prem + cloud)*

5. Strategic IT Guidance
- *Roadmaps and budgeting support*
- *Technology planning aligned with business goals*

6. Project Delivery
- *End-to-end project execution*
- *Collaborative delivery with your team*
  - *Examples: M365 rollouts, server upgrades, network redesigns*

7. Documentation & Standardisation
- *Shared access to documentation platforms (e.g., IT Glue)*
- *Creation of SOPs and technical runbooks*
- *Support with process automation and consistency*

CASE STUDY - ACURA GROUP

The longstanding partnership between CMS and ACURA Group underscores the value and effectiveness of co-managed IT services

A perfect partnership

CMS has proudly partnered with ACURA Group for over 5 years. They are a respected supplier delivering innovative products and tailored solutions to the construction industry across South Australia, Western Australia, and the Northern Territory.

ACURA Group operates with a compact yet highly effective internal IT team, necessitating reliable backup support, vigilant monitoring, and expert strategic advice to enhance their technology operations.

Through our co-managed IT services, we seamlessly complement ACURA's internal IT capabilities, ensuring that their technology infrastructure remains secure, efficient, and responsive. Our proactive monitoring identifies potential issues before they escalate, minimising downtime and ensuring smooth operational continuity for ACURA Group.

CMS provides continuous backup support, acting swiftly when their internal resources are stretched, ensuring uninterrupted business functionality. Additionally, our team serves as trusted advisors, offering strategic insights and industry-leading recommendations tailored specifically to the evolving demands of ACURA's business landscape.

The longstanding partnership between CMS and ACURA Group underscores the value and effectiveness of co-managed IT services, blending in-house expertise with outsourced excellence. Over these five successful years, our collaborative approach has empowered ACURA Group to focus on delivering exceptional solutions to their construction industry clients, secure in the knowledge that their IT systems are robustly supported and continuously optimised by Cloud Made Simple.
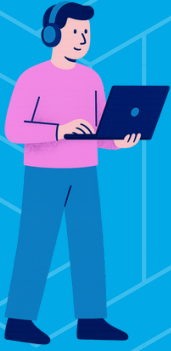
FINAL THOUGHTS
TAKE ACTION TODAY

Co Managed IT Services are ideal for businesses that have an internal IT team but need additional support, expertise, or resources.

To discuss how CMS can help your business with Co Managed Services

Book Appointment Now!

AU: 1300 304047
NZ: 0800 968748
UK: 01617060352

support@cloudmadesimple.com
www.cloudmadesimple.com