



**MATHE**

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**[www.mathe.com](http://www.mathe.com)**

# What Should Your IT Company Be Doing During The Pandemic?

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**Are you getting the quality of support you need during the pandemic? Or is your IT company just enough to help you get by? As remote work becomes a long-term arrangement, you need to consider whether you're getting what you're paying for when it comes to your IT support.**

Using new technologies and managing a team of remote staff members isn't easy. You shouldn't have to do it on your own.

Are you sure your IT company is doing everything they should to help you maintain productivity and eliminate unnecessary costs during the pandemic?

# What Should You Expect From Your IT Company?

They should...

- ✓ **Help You Save On Costs:** It's never been more important to cut costs wherever possible. With lower revenue and tighter budgets, businesses like yours have had to make difficult decisions over the course of the past year. That's why your IT company should be doing everything they can to help you eliminate costs and get more out of your current IT investments.
- ✓ **Manage Your Data Security:** With cyber-attacks becoming more frequent and sophisticated during the pandemic, robust data security is one of the essential services you should expect from your IT team. They should implement a range of remote security standards, from intrusion detection and prevention measures to system monitoring.
- ✓ **Optimize Your Remote Work Experience:** Your staff's remote work arrangements shouldn't be "good enough". You're doing this long term, and so, your IT company should be achieving a high-quality user experience that is:
  - a. **Reliable:** Just because you're working from home doesn't mean you should have to put up with a slow or inconsistent connection to your business' IT.
  - b. **Secure:** It's important to note that remote access can be extremely risky if it's not set up properly. Cybercriminals are expected to take advantage of the coronavirus pandemic and target remote workers with unsecured connections.
  - c. **User-Friendly:** The last thing you need right now is a steep learning curve for your staff to overcome with a new remote access IT solution. These applications can vary greatly in the quality of the user experience.
- ✓ **Help With Implementing New Technologies:** Whether it's Zoom, Microsoft Teams, or another remote work solution, you've undoubtedly had to start using a new technology since the start of the pandemic. Did your IT company help you launch and learn to use it? Or did they just leave you to it?
- ✓ **Offer Assistance For Remote Workers:** Working remotely can be an isolating experience for those who haven't done it before. It's even harder when their IT isn't working the way they need it to. Can your remote workers call your IT company whenever an issue comes up? Do they have access to immediate help when they need it?

## Get The IT Support You Need Right Now

Need expert assistance? **MATHE** is here to help.

Our team of IT experts has a breadth and depth of tech knowledge and experience. As your partner in IT, we actively reassess our clients' IT expenses on a regular basis to ensure they're getting the best possible ROI for their IT budget. We make sure you're getting the best rate for the wide range of IT services you require, from remote cybersecurity assistance to help desk support and more.



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