5 Critical Facts Every **Business Owner Must Know** Before Moving Their Network To **The Cloud**

Discover What Most IT Consultants Don't Know Or Won't Tell You About Moving Your Company's Network To The Cloud

Read this guide and you will learn:

- The **pros AND cons** you need to consider before **moving to the cloud.**

- **Migration GOTCHAS** (and how to avoid them).

- The various types of **cloud computing options** you have (there are more than just one).

- **Answers** to important, frequently asked questions you need to know the answers to.

- What **questions you need to ask** your **IT** pro before letting them "sell" you on moving all or part of your network and applications to the cloud.

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What Is Cloud Computing?

Wikipedia defines cloud computing as "a model for enabling ubiquitous, on-demand access to a shared pool of configurable computing resources which can be rapidly provisioned and released with minimal management effort"

But what the heck does that mean?

The easiest way to not only understand what cloud computing is but also gain insight into why it's gaining in popularity is to compare it to the evolution of public utilities. For example, let's look at the evolution of electricity.

Back in the industrial age, factories had to produce their own power in order to run machines that produced the hard goods they manufactured. Be it textiles or railroad spikes, using machines gave these companies enormous competitive advantages by producing more goods with fewer workers and in less time. For many years, the production of power was every bit as important to their company's success as the skill of their workers and quality of their products.

Unfortunately, this put factories into TWO businesses: the business of producing their goods and the business of producing power. Then the concept of delivering power (electricity) as a utility was introduced by Thomas Edison when he developed a commercial-grade replacement for gas lighting and heating using centrally generated and distributed electricity. From there, as they say, the rest was history.

The concept of electric current being generated in central power plants and delivered to factories as a utility caught on fast. This meant manufacturers no longer had to be in the business of producing their own power with enormous and expensive water wheels.

In fact, in a very short period of time, it became a competitive necessity for factories to take advantage of the lower-cost option being offered by public utilities.

Almost overnight, thousands of steam engines and electric generators were rendered obsolete and left to rust next to the factories they used to power.

What made this possible was a series of inventions and scientific breakthroughs – but what drove the demand was pure economics. Utility companies were able to leverage economies of scale that single manufacturing plants simply couldn't match in output or in price. In fact, the price of power dropped so significantly that it quickly became affordable for not only factories but every single household in the country.

Today, we are in a similar transformation following a similar course. The only difference is that instead of cheap and plentiful electricity, advancements in technology and Internet connectivity are driving down the costs of computing power. With cloud computing, businesses can pay for "computing power" like a utility without having the exorbitant costs of installing, hosting and supporting it on premise.

In fact, you are probably already experiencing the benefits of cloud computing in some way but hadn't realized it. Below are a number of cloud computing applications, also called SaaS or "software as a service," you might be using:

- **Gmail, Hotmail or other free e-mail accounts**
- **Facebook**
- **NetSuite, Salesforce**
- **Constant Contact, Exact Target, AWeber or other e-mail broadcasting services**
- **Zoomerang, SurveyMonkey and other survey tools**
- **LinkedIn**
- **Twitter**
- **All things Google (search, AdWords, maps, etc.)**

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If you think about it, almost every single application you use today can be (or already is) being put "in the cloud" where you can access it and pay for it via your browser for a monthly fee or utility pricing. You don't purchase and install software but instead access it via an Internet browser.

"What About Office 365 And Google Apps?" you ask...

Office 365 and Google Apps are perfect examples of the cloud computing trend; for an inexpensive monthly fee, you can get full access and use of Office applications that used to cost a few hundred dollars to purchase. And, since these apps are being powered by the cloud provider, you don't need an expensive desktop with lots of power to use them – just a simple Internet connection will do on a laptop, desktop or tablet.

While the use of the web based apps that come with both Google Apps and Office 365 are handy for basic document creation and editing, many businesses will find their lack of features and functionality too limiting. If you need more feature-rich functionality, you should instead opt for the full versions of Microsoft Word, Excel and Power Point that come with the Microsoft Office suite. In this case, Office 365 is the better solution for you as a full copy of Microsoft Office (to be installed on up to five devices per user) is provided with your subscription. This makes it very cost effective to have cloud services and back office tools to support your business.

Migration Gotchas! What You Need To Know About Transitioning To A Cloud-Based Network

When done right, a migration to Office 365 or another cloud solution should be like any other migration. There's planning that needs to be done, prerequisites that have to be determined and the inevitable "quirks" that need to be ironed out once you make the move.

Every company has its own unique environment, so it's practically impossible to try and plan for every potential pitfall; however, here are some BIG things you want to ask your IT consultant about BEFORE making the leap.

Downtime. Some organizations cannot afford ANY downtime, while others can do without their network for a day or two. Make sure you communicate YOUR specific needs regarding downtime and make sure your IT provider has a solid plan to prevent extended downtime.

Painfully Slow Performance. Ask your IT consultant if there's any way you can run your network in a test

environment before making the full migration. Imagine how frustrated you would be if you migrate your network and discover everything is running so slow you can barely work! Again, every environment is slightly different, so it's best to test before you transition.

3rd-Party Applications. If your organization has plug-ins to Exchange for faxing, voice mail or integration into another application, make sure you test to see if it will still work in the new environment.

Graphics Design, CAD, GIS. Applications that work with large files may not perform well if accessed only from the cloud. The internet plays a big role in your cloud experience and having a fast internet is beneficial but is not the only factor. Large files simply take time to move between the cloud and your workstation, and if the application isn't tolerant of the increased transfer time it can cause crashes and application instability. Make sure you discuss these applications with your IT provider and ensure they have a strategy to address this important aspect of your business.

Backup Internet. Since your business will be so dependent on your internet access, discuss your options for a second internet connection to provide redundancy. This second connection doesn't need to be as fast as the primary as long as its reliable. If possible, we recommend that you obtain your second connection from a separate internet provider from the primary connection. And don't forget to have a device that can automatically switch over to the second line automatically if your primary connection fails.

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Pros And Cons Of Moving To The Cloud

Keep in mind the best option for you may be a hybrid solution where some of your applications and functionality are in the cloud and some are still hosted and maintained from an in-house server. Following are some general pros and cons of cloud computing.

(Warning: Do NOT let a cloud expert tell you there is only "one way" of doing something!)

As you read this section, keep in mind there is no "perfect" solution. All options – be it an in-house, on-premise server or a cloud solution – have upsides and downsides that need to be evaluated on a case-by-case scenario.

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General Pros Of Cloud Computing:

- **Lowered IT costs.** This is probably the single most compelling reason why companies choose to move their network (all or in part) to the cloud. Not only do you save money on software licenses, but on hardware (servers and workstations) as well as on IT support and upgrades. So if you hate constantly writing cash-flow-draining checks for IT upgrades, you'll really want to look into cloud computing.

- **Ability to access your desktop and/or applications from anywhere and any device.** If you travel a lot, have remote workers, or prefer to use an iPad while traveling and a laptop at your house, cloud computing will give you the ability to work from any of these devices. Using the flexibility of cloud solutions you have the power to work the way you want to work, allowing you to be the most productive.

- **Disaster recovery and backup are automated.** The server in your office is extremely vulnerable to a number of threats, including viruses, human error, hardware failure, software corruption and, of course, physical damage due to a fire, flood or other natural disaster. If your server were in the cloud and (God forbid) your office was reduced to a pile of rubble, you could purchase a new laptop and be back up and running within the same day. This would NOT be the

case if you had a traditional network and were using tape drives, CDs, USB drives or other physical storage devices to back up your system.

- **Plus, like a public utility, cloud platforms are far more robust and secure than your average business network because they can utilize economies of scale to invest heavily into security, redundancy and failover systems, making them far less likely to go down.** Cloud providers, such as Microsoft, build redundancy across multiple datacenters spread across the globe; so even a regional event doesn't have to stop your business from operating.

- It's faster, cheaper and easier to set up new employees. If you have a seasonal workforce or a lot of turnover, cloud computing will not only lower your costs of setting up new accounts, but it will make it infinitely faster. Microsoft has an easy to use web interface that makes it easy to add or remove users as you need to, and you only pay for what you use.

- **You use it without having to "own" it.** More specifically, you don't own the responsibility of having to install, update and maintain the infrastructure. Think of it as similar to living in a condo where someone else takes care of the building maintenance, repairing the roof and mowing the lawn, but you still have the only key to your section of the building and use of all the facilities. This is particularly attractive for companies that are new or expanding, but don't want the heavy outlay of cash for purchasing and supporting an expensive computer network. Not having to buy expensive hardware and manage the complexities of building in redundant systems could easily save your business $30,000 or more!

- **It's a "greener" technology that will save on power and your electric bill**. For some smaller companies, the power savings will be too small to measure. However, for larger companies with multiple servers that are cooling a hot server room and keep their servers running 24/7/365, the savings are considerable. Take for instance one client we moved from all on-premise servers to a hybrid solution. We reduced five physical servers down to one and reduced the size of the server room to a closet. The client now uses 1/5 the electricity from the server hardware plus they don't have to cool as large of a space.

- **Future proofing your technology.** With the capability to add additional resources on demand you can increase your technology resources as your demands increase without having to buy costly hardware.

> **"...as the business owner, it's YOUR neck on the line if the data is compromised,..."**

General Cons Of Cloud Computing:

- **The Internet going down.** While you can mitigate this risk by using a commercial-grade Internet connection and maintaining a second backup connection, there is a chance you'll lose Internet connectivity, making it impossible to work. Knowing this in advance can help to prepare for when it does happen.

- **Data security.** Many people don't feel comfortable having their data in some off-site location. This is a valid concern, and before you choose any cloud provider, you need to find out more information about where they are storing your data, how it's encrypted, who has access and how you can get it back. You'll find more information on this under "What To Look For When Hiring A Cloud Integrator" later on in this document, but sticking with a major provider, like Microsoft, certainly reduces the risk.

- **Certain line-of-business applications won't work in the cloud**. For example, if you use Quickbooks you will need to either subscribe to Intuits cloud version or run the Enterprise version which can be installed on a terminal server. Other examples would be CAD or graphic design applications.

- **Compliance Issues.** There are a number of laws and regulations, such as Gramm-Leach-Bliley, Sarbanes-Oxley and HIPAA, that require companies to control and protect their data and certify that they have knowledge and control over who can access the data, who sees it and how and where it is stored. In a public cloud environment, this can be a problem. Many cloud providers won't tell you specifically where your data is stored.

Most cloud providers have SAS 70 certifications, which require them to be able to describe exactly what is happening in their environment, how and where the data comes in, what the provider does with it and what controls are in place over the access to and processing of the data; but as the business owner, it's YOUR neck on the line if the data is compromised, so it's important

that you ask for some type of validation that they are meeting the various compliance regulations on an ongoing basis. This is another area where sticking with a major player, like Microsoft, has its benefits. Smaller, private datacenters may not have the resources to provide the protections and compliance regulations required.

- **Lack of control.** One of the biggest fears with cloud computing is not having final and all-encompassing control of every setting on your technology. Some business owners are concerned about not being able to make specific tweaks to 'their' systems. Cloud providers configure the solutions to follow best practices and ensure the most stable environment for everyone using the systems. This means some settings cannot be adjusted.

Gartner positions Microsoft in the Leaders Quadrant again for 2016

Thanks to its world-class object insight, Gartner Research is the IT professional's first and most trusted source for addressing virtually any IT issue. Each year, Gartner publishes its Magic Quadrant market research reports that rate various software vendors and companies. As of the release of their 2016 report, Microsoft is currently the only vendor to be positioned as a leader across Gartners' Magic Quadrants for Identity as a Service, Cloud Infrastructure as a Service (IaaS), Server Virtualization, Application Platform as a Service, and Cloud Storage Services. The report also cites Microsoft as a leader across data platform and productivity services.

What does this mean to you?

If you're interested in implementing cloud solutions within your business or organization, this report is confirmation of the quality you'll receive with Microsoft products. We believe this report validates Microsoft as a leader across the full spectrum of cloud computing, with easily integrated offerings across cloud infrastructure services, platform services, SaaS, data analytics, and hybrid solutions.

James Moore has offered Microsoft cloud solutions for years, including Azure. As a Certified Microsoft Gold partner, we can answer any questions or concerns you have regarding Microsoft Solutions. We can also help you implement these solutions if they're right for your organization.
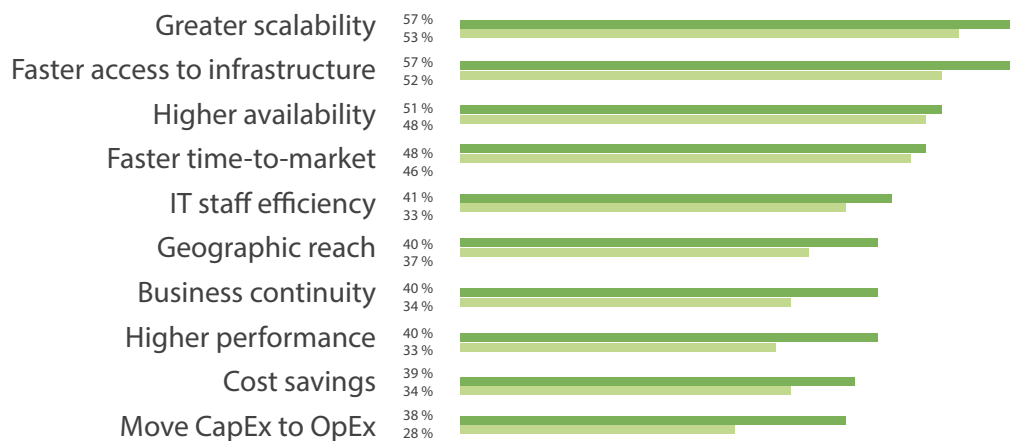
Different Types Of Cloud Solutions Explained:

Pure Cloud: This is where all of your applications and data are put on the other side of the firewall (in the cloud) and accessed through various devices (laptops, desktops, tablets, phones) via the Internet.

If you are a small business, a business with a mobile or discpersed or workforce, a business without a primary office location this may be a good solution for you. With everything already in the cloud it makes it very easy to access from anywhere and cloud based back ups are easy to implement which will further protect your business information.

Hybrid Cloud: Although "pure" cloud computing has valid applications, for many it's downright scary. And in some cases it is NOT the smartest move, due to compliance issues, security restrictions, speed and performance. A hybrid cloud enables you to put certain pieces of existing IT infrastructure (say, storage and e-mail) in the cloud, and the remainder of the IT infrastructure stays on-premises. This gives you the ability to enjoy the cost savings and benefits of cloud computing where it makes the most sense without risking your entire environment.

This is the most common scenario as it combines the best of both strategies, and the use of data replication and sycing helps

Cloud Benefits 2015 vs 2014
% of Respondents Reporting These Benefits

Benefit	2015	2014
Greater scalability	57 %	53 %
Faster access to infrastructure	57 %	52 %
Higher availability	51 %	48 %
Faster time-to-market	48 %	46 %
IT staff efficiency	41 %	33 %
Geographic reach	40 %	37 %
Business continuity	40 %	34 %
Higher performance	40 %	33 %
Cost savings	39 %	34 %
Move CapEx to OpEx	38 %	28 %

Source: RightScale 2015 State of The Cloud Report

to provide increased levels of protection and functionality for all your employees.

Single Point Solutions: Another option would be to simply put certain applications, like SharePoint or Microsoft Exchange, in the cloud while keeping everything else on-site. Since e-mail is usually a critical application that everyone needs and wants access to on the road and on various devices (tablets, smartphone, etc.), often this is a great way to get advanced features of Microsoft Exchange without the cost of installing and supporting your own in-house Exchange server.

Public Cloud Vs. Private Cloud: A public cloud is a service that anyone can tap into with a network connection and a credit card. They are shared infrastructures that allow you to pay-as-you-go and are managed through a self-service web portal. Private clouds are essentially self-built infrastructures that mimic public cloud services, but are on-premises. Private clouds are often the choice of companies who want the benefits of cloud computing, but don't want their data held in a public environment.

Some application vendors may support a private cloud but not a public cloud unless you subscribe to their specific cloud solutions.

FAQs About Security, Where Your Data Is Held And Internet Connectivity

Question: How long will it take to transition my on-premises server to the cloud, and what's the process?

Answer: *The time to bring a cloud solution online is very short after we determine what resources you need in the cloud. We will start with a discussion about your business processes then perform an assessment of your current technology solutions. Using that information we design the appropriate cloud solution for your business needs, we don't 'cookie cutter' you into a solution, we design the best solution for you.*

Question: What if my Internet connection goes down? How will we be able to work?

Answer: *While this is a valid concern, we overcome it by using a backup internet connection to your main office and enabling your mobile work force to access the systems from anywhere, securely.*

Question: What happens if the Internet slows to the point where it's difficult to work productively?

Answer: *We resolve this by keeping a synchronized copy of your data on your on-site server as well as in the cloud. Here's how this works: Microsoft offers a feature with Windows called "DFS," which stands for Distributed File Systems. This technology synchronizes documents between cloud servers and local servers in your office. So instead of getting rid of your old server, we keep it on-site and maintain an up-to-date synced copy of your files, folders and documents on it. If the Internet goes down or slows to a grind, you simply open a generic folder on your PC and the system will automatically know to pull the documents from the fastest location (be it the cloud server or the local one). Once a file is modified, it syncs it in seconds so you don't have to worry about having multiple versions of the same document. Using this process, you get the benefits of cloud with a backup solution to keep you up and running during slow periods or complete Internet outages.*

Question: What about security? Isn't there a big risk of someone accessing my data if it's in the cloud?

Answer: *In many cases, cloud computing is a MORE secure way of accessing and storing data. Just because your server is on-site doesn't make it more secure; in fact, most small to medium businesses can't justify the cost of securing their network the way a cloud provider can. And most security breaches occur due to human error – one of your employees downloads a file that contains a virus, they don't use secure passwords or they simply e-mail confidential information out to people who shouldn't see it. Other security breaches occur in on-site networks because the company didn't properly maintain their own in-house network with security updates, software patches and up-to-date antivirus software. That's a FAR more common way networks get compromised versus a cloud provider getting hacked. Cloud providers, like Microsoft, have very robust firewalls in place and teams of security experts watching*

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those firewalls, and the other systems, for signs of attack or breach and they respond immediately to any signs of trouble.

Question: What if YOU go out of business? How do I get my data back?

Answer: *We give every client network documentation that clearly outlines where their data is and how they could get it back in the event of an emergency. This includes emergency contact numbers, detailed information on how to access your data and infrastructure without needing our assistance (although our plan is to always be there to support you), a copy of our insurance policy and information regarding your backups and licensing.*

***In fact**, you should never hire ANY IT professional who won't give you that information.*

Question: Do I have to purchase new hardware (servers, workstations) to move to the cloud?

Answer: *No! That's one of the selling points of cloud computing. It allows you to use older workstations, laptops and servers because the computing power is in the cloud. Not only does that allow you to keep and use hardware longer, but it allows you to buy cheaper workstations and laptops because you don't need the expensive computing power required in the past. This helps your equipment purchases last longer so you get more return on your investment.*

What To Look For When Hiring An IT Consultant To Move Your Network To The Cloud

Unfortunately, the IT consulting industry (along with many others) has its own share of incompetent or unethical people who will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not they know what they are doing. Sometimes this is out of greed for your money; more often it's simply because they don't have the skills and competency to do the job right but won't tell you that up front because they want to make the sale.

From misleading information, unqualified technicians and poor management, to terrible customer service, we've seen it all, and we know they exist in abundance because we have had a number of customers come to us to clean up disasters these unqualified IT professionals have caused.

Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc., are heavily regulated to protect the consumer from receiving

substandard work or getting ripped off. However, the computer industry is still highly unregulated and there are few laws in existence to protect the consumer – **which is why it's so important for you to really research the company or person you are considering, to make sure they have the experience to set up, migrate and support your network to the cloud.**

Anyone who can hang a shingle can promote themselves as a "cloud expert." Even if they are honestly trying to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. To that end, here are 22 questions you should ask your IT professional before letting them migrate your network to the cloud:

Question: How many clients have you provided cloud services for to date and can you provide references?

Answer: *You don't want someone practicing on your network. At a minimum, make sure they have helped more than a dozen clients successfully move to the cloud.*

Question: How quickly should you guarantee to have a technician working on an outage or other problem?

Answer: *Anyone you pay to support your network should give you a written SLA (service level agreement) that outlines exactly how IT issues get resolved and in what time frame. I would also request that they reveal what their average resolution time has been with current clients over the last three to six months.*

They should also answer their phones live from 7:00 a.m. to 6:00 p.m. and provide you with an emergency after-

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hours number you may call if a problem arises, including on weekends.

If you cannot access your network because the Internet is down or due to some other problem, you can't be waiting around for hours for someone to call you back OR (more importantly) start working on resolving the issue. Make sure you get this in writing; often cheaper or less experienced consultants won't have this or will try and convince you it's not important or that they can't do this. Don't buy that excuse! They are in the business of providing IT support, so they should have some guarantees or standards around this they share with you.

We have guaranteed 1-hour response time for emergency issues. We also have after hours on-call staff who are trained, certified and experienced that will help you. All of our technicians are our employees, we do not outsource our technical staff.

Question: What's your plan for transitioning our network to the cloud to minimize problems and downtime?

Answer: *We run a simultaneous cloud environment during the transition and don't "turn off" the old network until everyone is 100% confident that everything has been transitioned and is working effortlessly. You don't want someone to switch overnight without setting up a test environment first.*

Question: Do you provide a no-risk trial of our network in the cloud to test the proof of concept BEFORE we commit to a long-term contract?

Answer: *We provide all of our clients a free 20-day cloud "test drive" to give you a true feel for what cloud computing will be like BEFORE committing to a long-term contract. There is no charge for this and no obligation*

to buy anything. At the end of the 20 days, you'll know whether or not this is a right fit for you, or if you would prefer to keep your current on-site network.

Question: Do you take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and make you feel stupid for asking simple questions?

Answer: *Our technicians are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in clear, non-techie, terms. We hire staff that are naturally motivated by serving other people then we train them further so they know how to talk your talk and focus on your business needs.*

Question: Where will your data be stored?

Answer: *You should receive full documentation about where you data is stored, how it's being secured and backed up, and how you could get access to it, if necessary, WITHOUT going through your provider. Essentially, you don't want your cloud provider to be able to hold your data (and your company) hostage.*

Question: How will your data be secured and backed up?

Answer: *If they tell you that your data will be stored in their own co-lo in the back of their office, what happens if THEY get destroyed by a fire, flood or other disaster? What are they doing to secure the office and access? Are they backing it up somewhere else? Make sure they are SAS 70 certified and have a fail over plan in place to ensure continuous service in the event that their location goes down. If they are building on another platform, you still want to find out where your data is and how it's being backed up*

Question: What is YOUR disaster recovery plan? What happens if they go out of business?

Answer: *We use datacenters from major providers, like Microsoft, to ensure they have the capabilities and protections to stay operational during most disasters.*

Question: Do you have adequate errors-and-omissions insurance as well as workers' compensation insurance to protect YOU?

Answer: *Here's something to consider: if THEY cause a problem with your network that causes you to be down for hours or days or to lose data, who's responsible? Here's another question to consider: if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure that whomever you hire is adequately insured with both errors-and-omissions insurance AND workers' compensation –*

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and don't be shy about asking to see their latest insurance policies!

True Story: A few years ago Geek Squad was slapped with multimillion-dollar lawsuits from customers for the bad behavior of their technicians. In some cases, their techs were accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost clients' laptops (and subsequently all the data on them) and tried to cover it up. Bottom line: Make sure the company you are hiring has proper insurance to protect YOU.

Question: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, your critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom"?

Answer: *All clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.*

Side Note: You should **NEVER** allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

Question: Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

Answer: *Yes, and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another left off.*

Question: Do they INSIST on doing periodical test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?

Answer: We review backup logs daily *and perform a monthly test restore from backup for our clients to make sure their data CAN be recovered in the event of an emergency. We document this in a service ticket in our Service Management System and it shows a test restore was conducted and that all systems are working properly.*

If there's a problem, we start working to resolve it the same day. After all, the WORST time to "test" a backup is when you desperately need it.

Question: Is their help desk US-based or outsourced to an overseas company or third party?

Answer: *We provide our own in-house help desk and make sure the folks helping you are friendly and helpful. We consider this one of the most important aspects of customer service, plus we feel it's an important step in keeping your data secure.*

Question: Do their technicians maintain current vendor certifications and participate in ongoing training – or are they learning on your dime?

Answer: *Our technicians are required to keep the most up-to-date vendor certifications in all the software we support. We have a training program and each of our technicians are Microsoft certified. We have all levels of certification from desktop and workstation specialists to Certified Systems Engineers. Plus, our hiring process is so stringent that 99% of the technicians who apply don't make it through. (Guess who's hiring them?)*

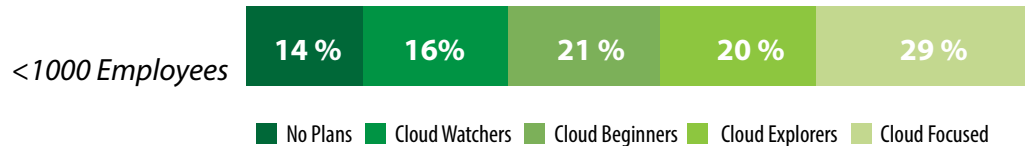**Question:** Are they familiar with (and can they support) your unique line-of-business applications?

Answer: *We own the problems with all line-of-business applications for our clients. That doesn't mean we can fix faulty software – but we WILL be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you instead of pointing fingers and putting you in the middle.*

Question: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say, "That's not our problem to fix"?

Answer: *We feel **WE should own the problem** for our clients so they don't have to try and resolve any of these issues on their own – that's just plain old good service and something many computer guys won't do.*

Cloud Maturity Model by Company Size

14 %	16%	21 %	20 %	29 %

<1000 Employees

■ No Plans ■ Cloud Watchers ■ Cloud Beginners ■ Cloud Explorers ■ Cloud Focused

Source: RightScale 2015 State of The Cloud Report

Free Assessment
Shows You How To Migrate To The Cloud And Avoid Overpaying For Your Next IT Project Or Upgrade

Is cloud computing really right for your company?

If you're interested in moving some or all of your software to the cloud, or if you're already in the cloud but want confirmation that you are adequately protecting your organization from security leaks and cyber attacks, then contact us for a **FREE Cloud Readiness Assessment** for straightforward answers to the following:

» How using cloud technologies may be able to eliminate the cost, complexity and problems of managing your own in-house server while giving you more freedom, lowered costs, tighter security and instant disaster recovery. We say "may" because it might NOT be the best choice for you. We'll give you honest answers to your questions and detail – in plain English – the pros AND cons of moving your specific operations to the cloud.

» Are your IT systems truly safe and secured from hackers, viruses and rogue employees? (FACT: 99% of the computer networks we review are NOT, much to the surprise of the CEOs who are paying some other "so-called" expert to manage that aspect of their IT.)

» Are your backups configured properly to ensure that you could be back up and running again fast in a disaster? From our experience, most companies' backups are an epic waste of money and only deliver a false sense of security.

» If you are ALREADY using "cloud" technologies, are you adequately protecting your organization from the dozens of ways you and your organization can be harmed, sued or financially devastated due to security leaks, theft, data loss, hacks and violating ever-expanding data privacy laws?

Please contact us at 800-455-5676 or by email, support@jmcoit.com to schedule your **FREE Cloud Readiness Assessment.**

Cloud Computing Webinar
In case you missed our webinar on cloud computing, review the recording here: http://tinyurl.com/znxrb2z

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