

## Small Business IT

Your business depends on IT Systems on a daily basis. As a small business owner, you should step back, observe, evaluate and understand how your business depends on IT. Next, compare your IT infrastructure to your IT strategy, if you have one. If you are unsure of that strategy or don't have one, you should develop one that fits your business needs. It could be as simple as answering these questions as a basis and determining what you need. Or, you could let SMT assist you in evaluating your IT infrastructure.

- Do you rely on IT to perform duties within your business?
- Does IT garner the attention and respect it should in regards to your business success?
- Do you know who to call when problems arise?
- Do you have someone you can call at any time to assist with general computer usage issues?
- Do you have comprehensive lists of all your service providers, accounts and contacts?
- Do you have comprehensive lists of all your software licenses and backup CD/DVDs?
- Are you paying too much for your existing service providers?
- Do you know what services you can receive from your providers?
- Are your systems fully protected from viruses and malware?
- Are your employees trained to recognize suspicious email?
- Are you actively backing up your company data/files?
- Can you get up and running after a catastrophic event?

**System Management Technologies, Inc. (SMT)** is a small IT company created as a result of answering many types of business questions like these. During the 1990's, SMT's owners worked in the IT department of a Texaco Refinery where many of these IT strategies were formulated. The owners 60+ years of experience has allowed them to see many different situations that put them at the forefront of understanding the requirements of many businesses, large and small, especially with respect to IT. The ongoing mission is to ensure that the customer base is securely operating a modern infrastructure that allows all their employees to succeed in using IT to support the business.

As a Small Business owner, or any business owner, you want your employees to have the tools necessary to perform their job duties. When it comes to IT, this is the same case. You should have computers that work day in and day out. Your computers should be up to date in regards to Windows patches and updates as well as other software updates. Your anti-virus solution should be up to date and well supported. All these items have positive effects on your business if followed. Keeping all systems current with software versions and patches reduce the possibility of virus or malware attacks and infection.

In any size business, employees should focus their abilities on the tasks where their skills apply best. Having Non-IT employees or "a guy" handle these tasks may not be in the best interest of your company. Having SMT completely manage your IT functions will result in less downtime of your systems. SMT will proactively monitor your systems and will maintain the latest supported patches and software versions. SMT will have a complete picture of your IT infrastructure and be able to provide support quickly as we will know your environment. No discovery of the environment will be necessary before starting a support call.

IT systems, small or large, should be properly designed and implemented using business quality equipment appropriate for specific duties. If these systems are maintained, secured and monitored; critical support calls decline and the business begins to work without concerning itself with the computer systems. At that point, SMT will focus on system maintenance and monitoring. SMT will receive the occasional support call but will mostly receive requests on how to use the software at hand, how to do a mail merge, how to add a printer, how to save as PDF, how to send the document via email, etc. This is when your business IT infrastructure is performing as planned.