



SLK's POV

Transition Towards Next-Gen Managed Services

Overview

In the ever-shifting landscape of the IT world, the demand for adaptability and innovation has surged to unprecedented heights. It is within this tumultuous arena that traditional Managed Services Providers (MSPs) find themselves wrestling with the multifaceted challenges of today's intricate technology business environment.

In this Point of View (POV), we will delve into current industry trends, the prevailing issues with traditional managed services, and finally usher you to the stage of why transitioning to Next-Gen Managed Services is more of a criticality than a choice.

Current Industry Trends

It is interesting to note that despite its challenges, the MSP trend continues to rise. The global managed services market was valued at a staggering \$161.37 billion in 2021 and is projected to surpass **\$300 billion**¹ by 2027. Forces such as demand for remote & hybrid work, BYOD, Cloud Computing, escalating compliance requirements combined with the shortage of skilled IT professionals are propelling this growth.

- Mordor intelligence, in its latest report indicates that by 2028, the CAGR growth is expected to reach **7.90%**²
- **95%**³ of MSP leaders believe automating their processes is necessary in order to gain the time to focus on innovation and strategic goals

This rise in the trend makes sense, and there is no glib assertion in this part because emerging technologies and shifting customer expectations are demanding a more sophisticated approach. If you are still using traditional IT Managed Services, the clock is ticking.

The Quandary of Traditional Managed Services

As the IT landscape is undergoing a profound metamorphosis, it goes without saying that traditional managed services are caught between the changing gears, facing multifaceted challenges such as managing diverse platforms that include video conferencing, remote collaboration tools, and cloud-hosted applications.

Let's now examine the main issues that traditional IT managed services have to deal with before examining how Next-Gen managed services can completely alter the game.



Scaling Limitations:

Traditional MSPs struggle to keep up with the rapid expansion of modern businesses.



Cybersecurity Complexity:

The evolving threat landscape necessitates robust and adaptable cybersecurity measures.



Delayed Incident Resolution:

MSPs often grapple with sluggish responses to internal issues.



Hidden Costs:

The allure of productivity enhancements sometimes masks unnecessary expenditures.



Billing Discrepancies:

Invoices frequently deviate from initial agreements, leading to frustration.



Absence of Preventative Measures:

Reactive strategies overshadow proactive problem-solving.



Vendor Management Burdens:

Managing multiple vendors, particularly for SMBs, can be overwhelming.



Communication Gaps:

Inadequate communication and responsiveness hinder issue resolution.



Vendor Lock-in Concerns:

The inflexibility of vendor arrangements can be detrimental.



Budgetary Constraints:

Staying within budget constraints is often a formidable challenge.



Contractual Complexities:

Juggling contracts for various services adds a layer of complexity.



Standardization Shortcomings:

The lack of standardized processes complicates operations.

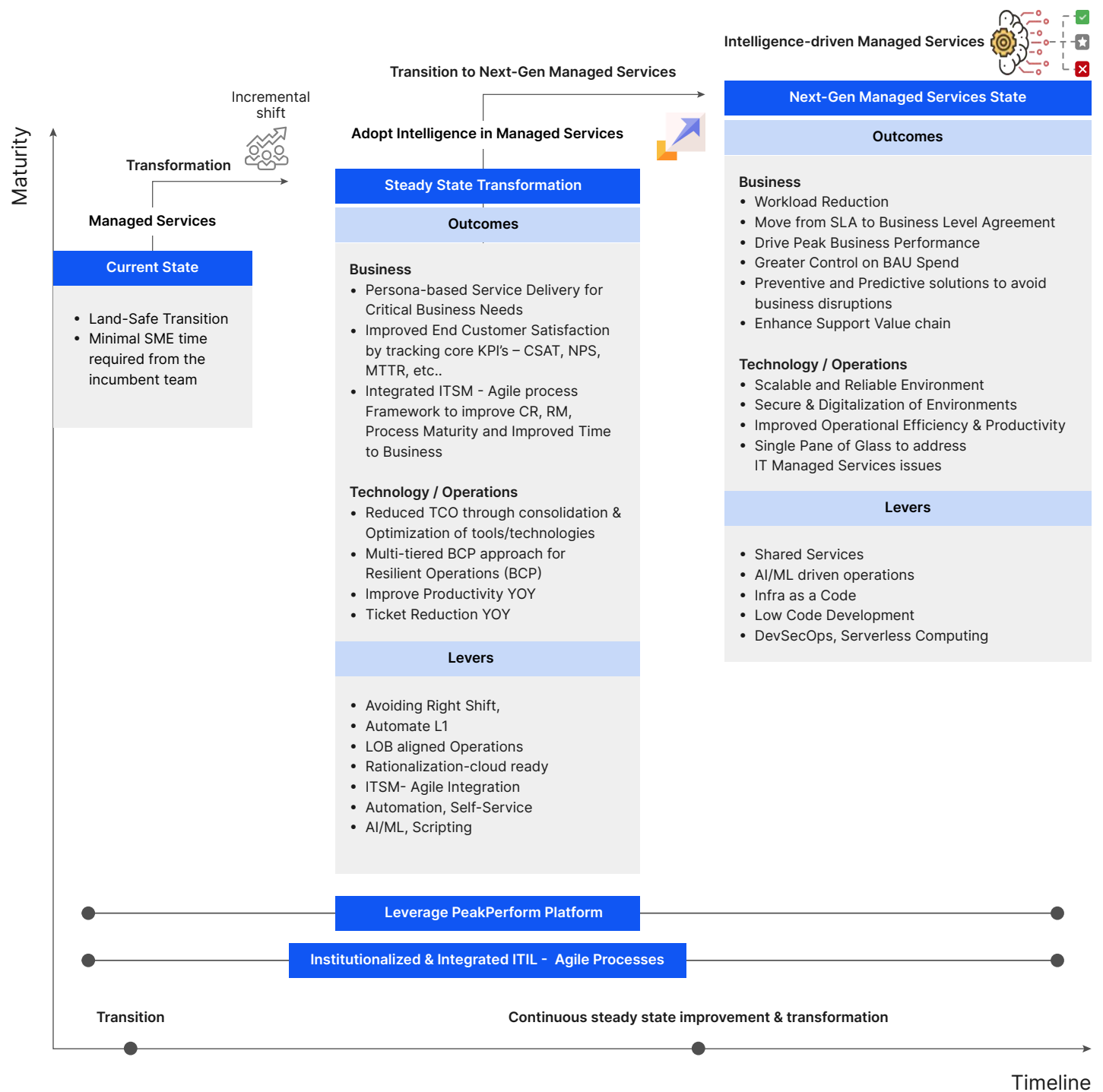
Charting a New Course: Why Adopting Intelligence in Managed Services Matters?

Adopting intelligence in Managed Services signifies a steady-state transformation that is not just a choice but a critical necessity. It is achieved through the infusion of **intelligence-driven solutions**⁴ that will serve as a compass guiding your business toward agility, efficiency, and sustained relevance.

To navigate the ever-evolving terrain, businesses must embark on a transformation journey. SLK advocates for a steady-state transformation by integrating intelligence into managed services, resulting in immense benefits for the user.

Below is the overall blueprint of the applied Intelligence impacting both method and machine.

Transform to Next-Gen Managed Services Through Applied Intelligence to Impact Method and Machine



- 1 IT Expenses are on the Higher End:**

Tailoring services to meet the unique demands of each Line of Business (LOB) within your organization.
- 2 Persona-Based Service Delivery:**

Crafting service delivery based on individual user profiles to address their specific critical business needs.
- 3 Enhanced End Customer Satisfaction:**

Vigilantly monitoring key performance indicators (KPIs) to elevate end customer satisfaction levels.

4 Integrated IT Service Management (ITSM):
Streamlined IT processes through an integrated and agile approach, thereby reducing time to market.

5 Total Cost of Ownership (TCO) Reduction:
Lowering overall costs by consolidating and optimizing tools and technologies.

6 Multi-Tiered Business Continuity Planning (BCP):
Developing resilient strategies to ensure uninterrupted business operations during disruptive events.

7 Year-on-Year (YOY) Productivity Improvement:
Leveraging intelligence and automation to achieve consistent productivity growth.

8 Year-on-Year (YOY) Ticket Reduction:
Implementing intelligent solutions to systematically decrease support tickets.

Transitioning to the Next-Gen Solution: Intelligence-Driven Managed Services

Intelligence is the linchpin in the next-gen managed services model, that helps you spearhead your business toward predictive and preventive excellence. Powered by enablers such as AI/ML-driven operations, subscription-based models, shared services, low code/no code development, and serverless computing, it heralds a transformative era of efficiency, resilience, and innovation in IT management.

Here are the business, technology, and operational outcomes of the next-gen managed services state:

Business Outcomes

- **Workload Reduction:** Automation and streamlined processes alleviate team workload.
- **Business Level Agreements:** Transition from SLAs to services aligned with broader business objectives.
- **Optimized Business Performance:** Streamlining operations for peak performance during high-demand periods.
- **Effective Cost Management:** Efficient resource allocation and cost control for day-to-day operations.
- **Proactive Issue Mitigation:** Identifying and addressing potential issues proactively to prevent disruptions.
- **Elevated Support Value Chain:** Enhancing service delivery, responsiveness, and overall customer satisfaction.

Technology and Operational Outcomes

- **Scalable and Reliable Infrastructure:** Building a scalable and reliable technology infrastructure.
- **Security and Digitalization Prioritization:** Emphasizing security and harnessing digital technologies for efficient operations.
- **Operational Efficiency and Productivity:** Streamlining operations, automating tasks, and boosting productivity.
- **Unified IT Management:** Providing a single, unified interface for managing IT issues.

Seamless Transition to Next-Gen Managed Services with SLK's PeakPerform™ Platform⁵

In your pursuit of Next-Gen Managed Services, we introduce SLK's flagship platform, PeakPerform™ fueled by AI, PeakPerform™ empowers IT Operations to deliver peak business performance through actionable insights. By harnessing historical and real-time structured and unstructured data, it has potential to eliminate up to 80% of tickets, setting the stage for business observability and incremental benefits. We encourage you to explore the potential of this platform.



Conclusion

The future of managed services hinges on adaptability and intelligence-driven solutions. The challenges posed by traditional MSPs are not insurmountable but necessitate a strategic pivot towards Next-Gen Managed Services. By aligning services with business objectives, optimizing operations, and leveraging intelligent tools like PeakPerform, you can not only surmount existing challenges but also thrive in the ever-changing IT landscape.

In this transitional phase toward Next-Gen Managed Services, the journey may appear formidable, but the rewards are substantial. Embrace the future with intelligence-driven managed services and position your organization for sustained growth and success in the digital age.

Sources

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Get in touch! Write to us at hello@slkgroup.com for more details.

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