



# From Reactive to Proactive with LabTech IT Operations Management Software

## What is IT Operations Management Software?

IT Operations Management Software is a powerful tool that empowers IT Managers with a whole new level of control and capability to manage deployed servers, desktops and laptops. With it, you can proactively improve uptime, automate repetitive tasks, monitor and fix virtually anything on your network, fundamentally improve security, and even track software and hardware inventory. As businesses become increasingly dependent on IT, the need for powerful tools that allow business owners and employees to focus on their core functions has become critical.

The impact on your organization of using LabTech Software to manage your IT can be dramatic. No longer will your IT staff be reacting to seemingly endless emergencies, small and large, that prevent them from evolving to a world-class organization. By becoming proactive and preventive, your IT Operations will transform from reactive chaos to a well-oiled and highly supportive machine.

*“Among current users of managed services software, 46% of firms have trimmed their annual IT expenditures by 25% or more as a result of their shift to managed services, including 13% that have slashed annual IT expenditures by 50% or more on the IT functions they have begun to manage proactively.”*

- CompTIA, Trends in Managed Services study

## What Can LabTech Software Do For You?

LabTech Software will transform your business. By auto-remediation, it will silently fix a myriad of problems that used to take manual intervention. By task automation, it will eliminate labor-intensive manual tasks in IT. By advance monitoring and notification, it will ensure that the right people know, at the right time, what is going on. By automated software and patch deployment, it will ensure that your assets have the right software, up-to-date, and ONLY the right software. With automated patch deployment and anti-virus updating and monitoring, it will shut the door on vulnerable entry points into your network. Quite simply, LabTech Software will make your IT Operations work the way it should.

## From Reactive to Proactive

Many businesses today continue to use the reactive model and handle IT issues as they arise. Below is a comparison of the reactive vs. proactive approach. It's easy to see the benefits of becoming proactive!

### Reactive IT Services Model

1. An IT issue is detected by an end user.
2. The end user contacts the IT Help Desk.
3. Once the Help Desk is reached, the issue is described as understood by the end user.
4. If the issue cannot be resolved via email or phone, a Help Desk Technician will need to travel to the end user location.
5. Once at your location, the issue is properly diagnosed.
6. After potentially several hours of downtime and labor, the issue is resolved.

### Proactive IT Services Model

1. LabTech Software conducts oversight of your network and IT assets 24/7.
2. LabTech alerts the right IT person to a potential issue or an issue about to occur.
3. A centralized dashboard allows for remote diagnosis and remediation of the issue by the appropriate technician—without disruption to your business flow!

You can trust LabTech to deliver the level of managed services your business needs to ensure a stable and secure IT environment. Our proactive services software will eliminate business disruptions and give you peace of mind knowing that your networks are always secure and operational with no surprises or unexpected expenses.

Harmony Technologies is a Value-Added Reseller of LabTech Software, and we have world-class technical knowledge of how to make this work for you. Contact us today to begin reaping the benefits of being proactive!



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