



Ryan Munson Provides Technical Savvy to Taos' Infrastructure Managed Services

By Erin Boyd, Staff Writer

When Taos entered the Infrastructure Managed Services space, we knew we needed to find an unprecedented way to provide this service. Leaning on our long-standing reputation of always doing what's right for the customer, we were able to quickly formulate our niche for this service – provide the full spectrum of standard infrastructure management services, but also include higher level expertise so that we are continually improving our clients' operations and, ultimately, saving them money.

As Taos began a search to staff its new Boise, ID Managed Services locale, a unique individual found us – Ryan Munson. Munson is now Taos' Managed Services Architect for the Infrastructure Managed Services team. He spent the past 10 years at Micro Technology, Inc. where he worked his way up from a Database Administrator to a Business Process Architect. He gained valuable experience quantifying service levels based on business objectives and led enterprise class database operations and data management projects. Concurrent with his time spent at the Fortune 500 company, Munson earned his MBA to expand his skill set to include technology expertise coupled with business acumen.

Munson shared with us that his passion for pairing technologies with business objectives is a perfect match for Taos' objective of redefining the infrastructure managed services arena. We sat down with him to find out even more.

You've talked a lot about how you enjoy statistical analysis. How does that relate to your new role as Managed Services Architect?

Everyone knows that long-term customer relationships are built on trust and the service provider's capability to continually prove its value. With this type of service, we can do that not just by adhering to service levels, but by being able to *measure* our service levels. A component I bring to the table is being able to take this mountain of ticket data that says what we do and turn it into the ability for us to make value driven decisions. We're going to uncover what's really going on in our customer's environment. Strip away all the static, strip away the things that don't matter, and we can uncover the nuggets of data that make a difference for our service level agreements. After we quantify the data, we can accurately decide if we're truly meeting our client's needs.

How are you going to achieve service levels?

We're constantly monitoring and constantly reporting on the various metrics, but we also bring the value of discussion. For example, we'll call a customer and say 'We're noticing this issue you're having with performance, and we wanted this opportunity to talk with you about it.' To help customers understand the various issues at hand, we'll perform all of the interpretation and bring value to the table right out of the gate. We're not just doing tickets; we don't just complete tasks and then walk away. There are folks, like myself and [Patty Shrum](#), who are behind the scenes making sure all of the pieces and parts are lined up, and forming as they're supposed to. We ensure that we have metrics to back that up and that the metrics tie back to the service level agreements.

How is Taos' service offering different from its competitors?

When you look at our competition, offshore and onshore, there's a key differentiator. We're not just monitoring our client's infrastructure at a reduced operational cost. We're identifying trends and helping our clients to reduce costs. Taos has given me the latitude to spend the time with each customer. I'm tasked on a monthly basis to go into each of our clients' environments, or group of clients if there's a similar technology among all of them, and try to find ways to improve or streamline their operations, formalize that data, package it up into a palatable initiative, demonstrate the value of the change and help them make that change. Taos has made it a point from day one that continual service improvement is a baseline priority. We want to make life simpler for our clients as a result of this relationship.

You've spent the past decade with a large, multi-national, public company. How will that help Taos' customers?

My position is one of not just an architect, but also a strategic thinker who's had experience in a large enterprise environment. I know what large infrastructure deployments are supposed to look like and how they're supposed to run. I can take that experience, coupled with my skill set, and truly help our target audience of small to mid-size



companies. They need help knowing what a full-blown enterprise looks like. They need help knowing what all the standards are out there in the world because those are skills you sometimes only develop by being a part of a large organization, an organization that has the time and the money to pay someone to figure out how to do best practice system and knowledge management.

How does your MBA play a role in this position?

While I cut my teeth in technology, and I'll always have that tool belt, what really drives me is understanding business needs and finding technology solutions to meet those needs. If I can bring value to the table by showing a client how to do something differently, helping change their processes, improving efficiencies, revealing technology offerings that maybe a client never even realized existed, that's really exciting. We want to make a quantifiable difference for our clients. It's not just that we say things are better, we actually point to a piece of paper that says it's better because we helped you save this dollar amount or this number of tickets were drawn out of a system. I bring that expertise to the table and that helps fortify Taos' value proposition way beyond what anyone else can deliver.