



## Taos' Infrastructure Managed Services Provide Continual Cost Improvements

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While Infrastructure Managed Services are not exactly a brand new idea, the way Taos is approaching the service is truly distinctive. This service offers classic infrastructure operations work, e.g. managing servers and backups, handling storage and performing monitoring services, all 24/7 by 365. However, where Taos' service is setting itself apart from its competitors is in its ability to continually improve and drive costs out of customers' operations.

When I joined Taos, we started looking at the value and the cost savings potential we could offer our customers via Infrastructure Managed Services. While I was at Corio, a large ASP provider, we basically provided this service as part of a sister offering, but we never got to the point of selling it as its own unique product. The thought of finally being able to provide this offering, the right way, was really exciting. The idea started to come to fruition when we started hearing from companies that they were beginning to search for a third party to do this type of work. The recession then hit and, in turn, helped spring board the idea.

Partnering with Taos for Infrastructure Managed Services offers clients a variety of benefits. First, after recession-induced layoffs, IT managers are searching for ways to better utilize their lean headcount. Their existing staff needs to be working on high value project work versus running the day-to-day operations. This service helps to take the noise out of their operation. Also, since the service is being housed in our Boise location, we can ensure lower labor costs without sacrificing the same level of expertise found in the Silicon Valley. The lower labor costs also generate very compelling price points, so much so that often times customers can sign the contract without having to go up three layers within the organization. Our Boise-based solution is also a great alternative for those who wish to keep operations domestic and/or for those companies who have had challenges moving this service off-shore.

Ultimately, the biggest benefit from utilizing our service is that we are in continual improvement mode with our customers, and not just from a traditional monitoring perspective, but also from a thoughtful, strategic approach. Any infrastructure organization's charter is to persistently remove operational costs. A lot of our competitors might be able to provide cheap labor, but they're not looking at the big picture from a business standpoint. When you sign up for Taos' Infrastructure Managed Services, you'll receive the normal day-to-day operational labor *and* you'll acquire [architecture support](#) to review trends in your operations and to identify ways to permanently remove problems. For example, perhaps a customer is having chronic problems that they're not aware of; we'll bring these to our client's attention and make recommendations on how to fix them. We're also always searching for faster ways to roll things out to automation and for ways to improve operations resulting in additional cost savings for our clients.

It's important to note that Taos' objective is to make our clients more productive and to allow our clients' employees to focus on high-impact projects. This service is not a threat to a company's front line staff. Those folks should see it as a benefit because it allows them to cut loose daily grind tasks that bog them down and stunt their growth. By outsourcing this functionality to Taos, team members can now focus on project based work that allows them to grow and to advance to the next level. It's simply a shift in labor utilization. So far, our clients are seeing immediate results via increased operations efficiency and relieved pressure from their staff.

For small to mid-size companies, or for departments within large organizations, this service is really resonating. When you look at the compelling price point, what it will do for your organization and the approach we're taking to better improve your operations, it's evident the immediate benefits you will reap and the long-term benefits we can help you achieve.

[Go here](#) to learn more about our Infrastructure Managed Services offering.