



SECURE TECHNOLOGY SOLUTIONS

Visual Edge IT Practical Guide

The Advantages of Working With a Total Technology Provider

In the modern workplace, technologies like print, computing devices, networks, cloud platforms, business apps, and security tools often come from multiple vendors. Add their various contracts and support issues, and the complexity is immense. But consolidate everything under one strategic partner, and running your business is much easier.

Use this guide to determine if a total technology provider is right for your organization.

What a Total Technology Provider Offers

A total technology provider — aka a single-source partner — delivers and manages office, IT, and security solutions within one clear-cut relationship. Typically, solutions include:

- Office and print technologies: Copiers, printers, and multifunction devices (MFPs), as well as systems for production print and wide-format printing.
- End-user and infrastructure technology: Laptops, desktops, servers, and networking.
- Business applications and cloud services: Productivity tools, workflow automation, and cloud platforms.
- Managed IT services: Helpdesk, monitoring, patching, and lifecycle management.
- Cybersecurity services: Endpoint protection, network security, user awareness training, and compliance support.
- Data protection: Backup, disaster recovery, and business continuity planning.

Instead of coordinating each of these technologies independently, you work with one provider that aligns them into a single, cohesive technology roadmap.

When Such a Provider Makes the Most Sense

A single-source partner model is particularly effective for:

- Small and mid-sized businesses (SMBs) with limited internal IT resources
- Organizations managing multiple offices or remote employees, or both
- Companies in regulated industries with higher security requirements
- Businesses experiencing rapid growth or frequent technology changes

Key Advantages

Simplified Vendor Management

Managing multiple vendors consumes time and internal resources, since each one has different contracts, billing models, and support processes. A single-source partner instead:

- Reduces your number of vendor relationships
- Centralizes billing, renewals, and service requests
- Provides a single point of contact and accountability when issues arise

Leaders can then focus more on business outcomes and less on coordination and admin.

Better Technology Alignment and Integration

Technologies purchased and managed in isolation don't always work well together. For example, printers may not align with document workflows. But a total technology provider:

- Designs systems and integrations to work in unison from the start
- Aligns hardware, software, cloud, and security strategies effectively
- Reduces compatibility issues and operational friction

The result is a seamless and more efficient, reliable, and secure IT environment.

Improved Security, Risk Management, and Compliance

Endpoints, printers, servers, cloud apps, and data and system backups all play a role in your organization's security posture. By working with a single-source partner:

- Security is built across devices, networks, users and data, reinforcing compliance
- Provides managed cybersecurity services for 24/7 monitoring and alerts
- Integrates data backup and disaster recovery into your overall IT strategy

With a holistic approach, you reduce vulnerability gaps that attackers often exploit.

Predictable Costs and Improved Budget Control

Technology costs can become unpredictable when equipment ages, software renewals overlap, or emergencies require unplanned spending. A total technology provider can:

- Create standardized refresh cycles for office equipment and devices
- Bundle services into plans that offer predictable monthly or annual costs
- Reduce emergency fixes/updates through proactive monitoring and maintenance

Budgeting is easier and more consistent, and helps prevent surprise expenses.

Scalability for Growing and Distributed Organizations

For businesses adding employees, opening new locations, and supporting remote work, technology needs change quickly. A total technology provider supports growth by:

- Scaling IT support, security, and cloud services as needed
- Standardizing technology across multiple locations
- Ensuring consistent user experiences regardless of location

The ability to scale infrastructure is the first step toward growing any business.

Strategic Guidance Instead of Reactive Support

Many organizations engage vendors only when something breaks. A total technology provider takes a more proactive role, which includes:

- Ongoing assessments of technology performance, gaps, and risk
- Strategic planning for upgrades, security, and cloud adoption
- Long-term roadmaps aligned with business goals

Instead of reacting to problems, your business can look ahead and plan for what's next.

Is a Total Technology Provider Right for You?

Use this checklist to assess whether a total technology partner would be beneficial for your business.

Your Organization

- How many employees do you have? (Larger teams often benefit from standardized technology and support.)
- Do you have offices in multiple areas of the country? Plans for growth?
- Do you support remote workers?
- If you have internal IT staff, are they able to handle day-to-day issues? IT emergencies? Or are they stretched thin?

Technology & Partners

- How many different technology providers do you currently rely on?
- If something goes wrong, is it clear who is accountable for fixing it?
- How often do you update office equipment such as printers, laptops, and servers?
- In the event of a disaster, do you have a plan in place for uptime and resilience?

Cybersecurity

- Has your business ever experienced a cyberattack? Constant threats?
- Do you have internal cybersecurity staff, or is security handled externally—and reactively?
- Do you update software regularly for security patches and new features?
- Do you have (and enforce) security policies for users? How often do you train employees for cybersecurity awareness?

Data

- Do you know where your customer and corporate data actually lives?
- Do you store and manage data in the cloud?
- Is all data backed up regularly, and securely?
- If in a regulated industry, are you in compliance with guidelines such as HIPAA?

Visual Edge IT... Your Total Technology Provider



National Reach, Local Presence

- 73 locations nationwide
- Hundreds of Field Support Technicians and Sales personnel



Proven Performance and Track Record

- 350+ technology certifications
- Delighting customers for 39 years



Onsite Agility

- Hands-on onsite installation and maintenance of our entire portfolio
- Remote administration to ease your admin burden

Managed Services Solutions



Core IT

- Desktop Management
- Server Management
- Network Management
- Firewall Management



Backup & Disaster Recovery

- Desktop Backup & DR Management
- M365 Backup & DR Management
- Email Backup & DR Management



Cybersecurity

- Endpoint Protection
- Identity Management
- Email Security
- Managed Detection & Response (MDR)
- Extended Detection & Response (XDR)
- Security Awareness Training



Virtual CISO Consulting

- Security Strategy & Roadmap
- Risk Assessment & Management
- Compliance Management
- Incident Response Planning... and more

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