



THREE MAIN REASONS

WHY YOU NEED TO OUTSOURCE YOUR IT SUPPORT IN IRAQ TO A PROFESSIONAL MSP



IN THIS GUIDE

YOU WILL EXPLORE

- The simple answer to whether your IT systems need to be managed by a professional in-house team or a professional MSP.
 - Why depending on your IT helpdesk, accountant, or another employee who is passionate about technology instead of having a professional IT department may cost you losing your business.
 - A misconception many decision makers in Iraq have about the importance of their data and the associated cyber-threat.
 - How hiring a professional local MSP can help you cut costs.
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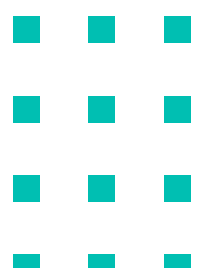


YOUR I.T. NETWORK REQUIRES CONTINUOUS MONITORING AND REGULAR CYBER SECURITY MEASURES

Many business owners in Iraq think that their IT networks are too small to require a professional MSP to take care of it because it has been running for years and the applications are accessible without major issues. They seem confident until they face a major hardware failure, a cyber security attack such as ransomware, or human error which suddenly wipes out their data. That is when they start seeking support, which by then is too late as the damage has already been done and is irreversible.

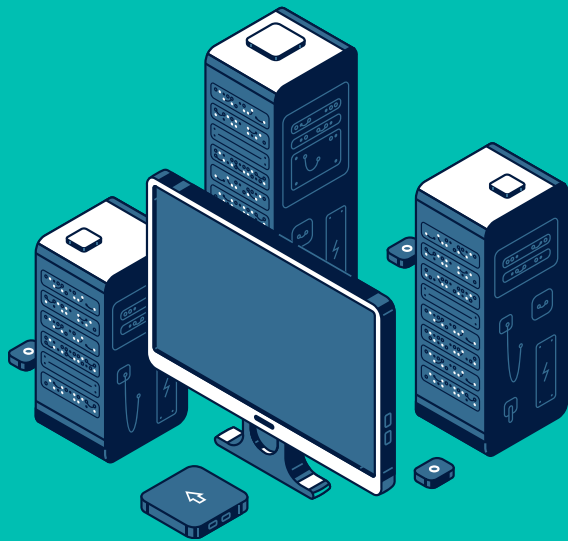
Generally, if you have an on-premise server or a cloud hosted server, then you need to find a professional and confident MSP who can ensure that your systems are functioning properly and are ready to recover from any incident.

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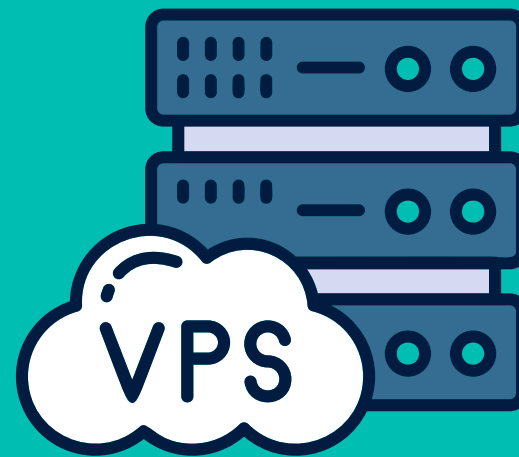


DO I NEED IT?

If your company has one of the below:



Physical Server (On-Premise)



Virtual Private Server (Cloud)

**And You Don't have a
professional In-house IT team**

Then **YES!**, you need to outsource
your IT support to a professional MSP.

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Running a highly performing and secure IT network is getting more complicated and is requiring regular updates and maintenance. The proliferation and complexity of the cyber attacks, such as ransomware, made it more imperative to keep everything under check. Regular monitoring and proactive maintenance will ensure that all important patches and updates are deployed for your operating systems, firewalls, anti-malware software, and all critical components.

MISCONCEPTION:

NO HACKER WOULD WASTE THEIR TIME TRYING TO BREAK INTO MY SERVERS IN IRAQ

CORRECTION:

Most of the ransomware are run by machines which keep scanning any vulnerability in any device connected to the internet to automatically encrypt your data regardless of where you are. As a matter of fact, within the past year, the Dot Future MSP service has recorded an unprecedented spike in ransomware attacks on businesses in Iraq and many of them had to pay hefty ransoms to the attackers to retrieve their data because they were not prepared! Keep in mind that paying the ransom to the attacker does not guarantee that your data will be retrieved. Many times you lose both your data and your money!



Same World ••• Same Internet ••• Same Threat

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YOU CANNOT DEPEND ON YOUR ACCOUNTANT / IT HELP DESK TO MAINTAIN YOUR I.T. NETWORK IN TODAY'S PROLIFIC CYBER-ATTACKS

Understandably, most businesses try to cut costs and think that the responsibility of managing and maintaining their IT network components can be assigned to the accountant who knows about the accounting system, or that employee who seems to be smart in technology and describes to you the difference between the multiple models of the iPhone devices and how to use their secrets, or even giving this highly sophisticated task to that IT helpdesk whose knowledge and experience are about fixing the employees' laptop issues and replacing the printer cartridge.

These IT systems have your critical business data transferred in them, processed by them, or stored in them. Business owners tend to underestimate the importance of their data and find it hard to identify what their data really is, and how their business relies on it.

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BE AWARE THAT



IT Help Desk

Knowledge in computer endpoints
and other IT Peripherals



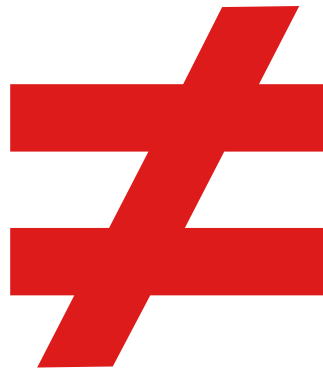
Tech-savvy Employee

Knowledge in
IT consumers devices



Accountant

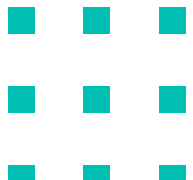
Knowledge in
Accounting Applications



IT Department

Requires skills and deep experience
in operating systems, networks, storage,
computing, and security

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YOUR DATA

So let's think about the most generic forms of data and digital resources that are maintained by SMEs in Iraq. It could be their:

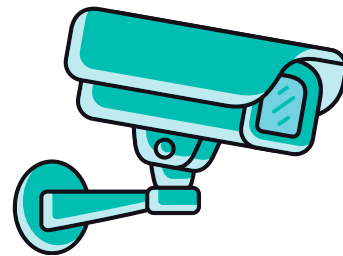
- Email communications with other employees, clients, and suppliers.
- Accountancy data saved either in their accountancy system or in an excel sheet file.
- Live stream and recording of their CCTV cameras which may include very sensitive footage.
- Marketing data and the list of their customers' websites and portals.
- Payment cards.
- Personal data saved on the same business laptop.

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This data, if lost due to human error, hacked, or winded up being inaccessible, can have a big negative business impact that may lead to the loss of sales and revenue. Maintaining the confidentiality, integrity and availability of your data requires a team of professional I.T. experts with deep expertise to ensure that you can run and grow your business without the risk stemmed from the IT issues.

YOUR DATA IS MORE IMPORTANT THAN MIGHT YOU THINK



A QUICK FACT:

A study conducted by Gartner Group found that 43% of Companies Immediately Go Out Of Business After a Data Loss.

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CUTTING COSTS

Now that we know the importance of your data for your business, and that we know it requires a team of professionals to maintain the IT networks and keep the data's confidentiality, integrity and availability, we need to compare whether it is cheaper to build your in-house IT department with all this set of expertise or to outsource it to an experienced MSP.

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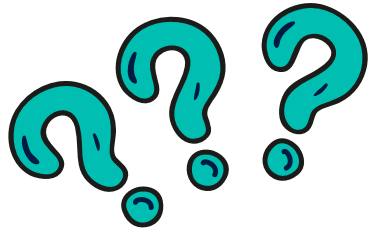
To answer this, we need to know the essential roles required to run an SME IT Network:

- IT Manager: advises the management about the required business applications & IT solutions, ensures that the IT investment is aligned with the business strategy, and manages the day-to-day IT department operations.
- System Administrator: manages the server platform and administers your business applications.
- Network Engineer: manages your network operations and interact with the ISPs to ensure that your servers are reachable over the internet, and all branches are connected.
- Cyber Security Specialist: ensures that your data is secure and all the required measures are taken to protect said data.
- Data Backup and Disaster Recovery Administrator: ensures that the business has a data Backup and Disaster Recovery Plan, data are backed up successfully according to the schedule, saved on the proper media, and are tested for DR purposes.
- IT Helpdesk: supports the employees with their computers, printers and other office IT peripheral devices.

Due to the smaller size of IT networks of the SMEs, these roles are usually fulfilled by fewer people. In fact, in many SMEs, the owners usually tend to have the same employee wearing multiple hats, and it is not unusual to find a single IT employee performing all the different roles. However, the reality is that those who are assigned all roles are usually mostly competent in one role and lack the skills and experience for other roles.

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IS IT CHEAPER TO BUILD MY OWN IT DEPARTMENT OR TO OUTSOURCE IT TO A PROFESSIONAL LOCAL MSP?

• Answer

A professional local MSP

can introduce big savings to your annual budget.

In fact, most of our customers reported

savings of 40% to 70%

of their IT operational overhead
after subscribing to our services.



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ABOUT THE AUTHOR

Karwan Cheecho is the CEO of Dot Future and is an IT consultant with over 18 years of experience. He started his career in the Telecom Industry then switched to the ISP industry where he was one of the technical expertise behind rolling out the IP MPLS backbones in Iraq.

As a CEO for Dot Future during the past 9 years, Karwan has had the chance to work with the government and private sectors across different industries, helping them with their digital transformation journey and ensuring robust and smooth operations for their IT systems. He holds a holistic and deep knowledge and a hands-on experience in networking, virtualization, OS (AIX, Linux, Windows Server), cyber security, and IT Governance.

Karwan has a strong commitment to the development of the IT sector in Iraq and shows it by working directly with the customers, training, and mentoring local personnel to excel in their IT career.

A FINAL RECOMMENDATION

We hope by finishing this guide you become more aware of the reasons you need to consider hiring a professional MSP to support your IT systems in Iraq.

One fact about the Iraqi market is that it is full of incompetent PC shops who claim to be providing IT support services, which represent a real risk for business owners.

That's why this topic will be addressed in another guide in the future to help you make the right choice. For now, we would like to offer you a free one-hour consulting service:

REMEMBER WE ARE HERE TO HELP YOU

FREE One-hour Consultation [Click here](#)

This is a completely free service and does not include any charge.

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