

# Are you making employees handle IT?

July 19, 2017

Ten years ago, there was a totally different IT landscape for RIAs than there is today.

Your IT environment was centralized. Once it was up-and-running, it worked and you didn't have to touch it. Unless something broke, your system chugged along, employees could log in, and when they went home for the weekend, they logged out until Monday.

Now, the appeal of technology's advancement is undeniable: *work from any device, anywhere, anytime!* But with employees accessing different cloud-based software from different devices and locations, it's a whole new world from an IT perspective.

The more decentralized your environment becomes, the more your employees are directly involved in dealing with IT issues themselves. Everyone's computers used to be part of the same network; now there's no longer a *centralized* environment. Especially with the popularity of web-based (cloud) applications, each device is now essentially its own environment—and that means a lot more devices, situations and people to manage.

The fact is, software as a service is driving more RIAs to deal with IT issues they never had to deal with before.

## **Why you can't rely on your apps alone**

You don't have a choice. Devices and applications update all the time and you can't control how each update will affect everything else. Sometimes the applications, browsers and devices don't mesh very well. Guess what? The developers of your cloud-based applications don't care if their updates are compatible with your browser. They are focused on features and functionality—and less focused on what problems might happen when you incorporate them into your networking environment.

This comes with major issues.

Who solves your IT problems when they arise?

Where is the problem? With a device, browser or app?

If your email quits working, where do you start to look for the problem? Who's going to handle it? What about lost files? Slow PCs? Ransomware? Backups? Viruses?

Are you expecting your associates to handle IT?

Change is inevitable. You can't stop it, and avoiding it only makes you vulnerable. What you can do is let us deal with it for you. At RightSize Solutions, we handle your IT so you and your

employees can focus on what you do best.