BRENNAN

People first – secure always

DEFINING THE IT DEPARTMENT'S NEW ROLE AND **THE FUTURE OF MANAGED SERVICES**

IT professionals need to get strategic, and fast, or they risk missing out on their biggest and best opportunity: transformation.

CONTENTS

01. INTRODUCTION

The role that the IT department plays within our organisations is evolving, and fast.

Change within the industry isn't new and there have been upheavals that have redefined aspects of the function in the past. What is new, however, is the speed and frequency at which this is now occurring, as well as the magnitude and scale of the consequences.

Moore's Law was written about processing power but it wouldn't be unfair to suggest that it could be applied much more broadly today.

The IT department's a victim of its own success

For many years, IT professionals have been facilitating and enabling, helping other functions to achieve beyond what was previously thought possible by seamlessly and securely providing them with the toolkit needed to do it.

As technology has evolved and become central to just about everything that's done in an organisation, the role that the IT team has played hasn't necessarily changed significantly, quietly getting on in the background and delivering on the demands placed on it. The problem with this now is that we've reached a point where technology often is the organisation, there are more options and expectations have grown beyond what's feasibly deliverable.

IT's role has always been to plan, operate and support, but with technology budgets and decision-making being widely spread - they simply can't (or aren't being allowed to) do this in our new business environments.

It's ironic that a lot of this has come about because of 'digital transformation' and that IT professionals - who are still often the subject matter experts - find themselves marginalised and unable to become more involved in the strategic conversations about technology that will help shape their organisation's future direction for years to come.

02. TRANSFORMATION: IT'S OPPORTUNITY FOR GREATNESS

Digital transformation isn't about implementing a new piece of technology - it's a multi-faceted, allencompassing process.

True digital transformation is achieved through assessing what your organisation needs to improve against the backdrop of just what is possible through the use of clever interconnected solutions that work in harmony with both manual and automated processes, crafting a strategy and roadmap that will see you implement it and then optimise the human and technological elements of this new business environment.

Without an understanding of how an organisation's functions operate, the technologies involved, where data is utilised and connected, as well as how people interact with it (i.e. people, processes, technology, and data) you'll never truly achieve it.

The IT department's pivotal role in this process should be evident. Not only are IT the subject matter experts when it comes to the technical aspects of the process, but they also have the best view of how data moves around their organisations and how people interact with it, each other, and the technology that holds it - they will also have a better view than most on just what is possible.

The opportunity and problem

It's clear that this is a great opportunity for IT professionals to get involved with strategic decisions and improve both their organisations, the IT function, and their own career prospects in the process. The question is: what is it that's preventing them from doing this?

The answer for many IT professionals in Australia is not just the legacy view of the IT function mentioned above, but also bandwidth and focus. Here is a breakdown of some of the key issues taking up their time:

Security and regulatory compliance

Given the evolution of threats, that the mid-market are increasingly being targeted (see Cisco's 2018 SMB Cybersecurity Report)[ii], and the growing number of attacks; security is a key focus for many IT professionals (in fact it came top in terms of priorities for the next 12 months in our recent survey).

The risks of getting your security wrong are huge, especially when the fines associated with failing to protect data under the Notifiable Data Breaches legislation are added to the losses a business could experience should trust in them vanish after a hack.

Seventy five percent of all data breaches reported under the Notifiable Data Breaches scheme in 2018 were due to identity theft (phished, lost/compromised credentials, poor password strength/renewal procedures, etc.), so IT professionals are having to balance the constant need to have one eye over their shoulders on internal security provisions and policies with the other looking ahead at delivering on strategic goals - something that's going to get difficult given the increasing sophistication of attacks and the number of other things that they're already being asked to focus on.

[i] Brennan, ?, [Online], *Link*
[ii] Cisco, 2018 SMB Cybersecurity Report, [PDF], *Link*

The pace technological change The emergence in the past few years of a huge number of 'buzz' areas in technology (think Automation, AI, IooT, Hybrid IT, Big Data, Edge etc.) is significant. Whilst a lot of this is being handled by the technology providers themselves - baking new features into existing products - new platforms, software and hardware are taking up huge amounts of time when it comes to integration (our survey pointed this out to be the biggest pain-point for mid-market IT professionals when it comes to improving overall functionality).

These developments and the evolving security threat are leading to sped-up update release cycles. Whilst this is great for users, it can be a real headache for IT teams as deployment is now often controlled by the technology provider themselves and there are often significant risks that any new auto-deployment may break existing connections, won't 'play nice' with legacy technology (see a lot of the problems that people are having with Windows Feature Update), or will occur without having enough time to get the wider organisation across the changes.

Some new technologies, however, are having an immediate and more direct impact on the way that IT teams function. For example, it used to be that there was on-premise, cloud and hybrid solutions; however recent technological developments mean that there are not just alternative options that can create a bespoke solution for any given organisation, but that these solutions correctly configured are cheaper and provide a much better, more secure environment than the one that they currently have.

All of this means that IT professionals now need to have their field of vision spread much more widely, keeping up-to-date with the latest moves and developments that each innovation could bring to their organisation, as well as how they might break existing core functionality.

Budgetary squeeze

Whilst the budgets for technology investments across our organisations are growing (by 3.2% in 2019 according to Gartner)[iii], IT's budgets are getting increasingly squeezed because what's being asked of them isn't growing in-line with the money made available.

Not only that, the increasing movement of technology investments from CAPEX to OPEX models means that, whilst it's much easier to afford new technologies, ongoing overheads are growing. It's often harder, therefore, to find the money needed to invest in large strategic projects such as digital transformation.

Finding efficiency savings and economies of scale are possible, but to leverage them, IT professionals need to sink a large amount of their time into assessing their backbone, suppliers and operational models.

Expectations and modern ways of working

As already alluded to, much more is being asked of our IT departments and the number of platforms under management is exploding - and are often being added without their input.

On top of this, IT teams are under huge pressure to provide a working environment for the wider organisation that meets new standards.

Mobile anywhere/anytime access across multiple devices with integrated productivity tools (such as Digital Workplaces, internal social networks, collaboration and ideation platforms) connected to your existing base suite of applications and SaaS solutions is expected as standard by many employees, and it has become a major front for many organisations when looking to improve recruitment, staff satisfaction and retention rates.

iii Gartner, Gartner Says Global IT Spending to Grow 3.2 Percent in 2019, [Online], _Link_

Developing this working environment and keeping it secure, especially as IooT's growth picks-up at an unrelenting pace, is fast becoming another painpoint for many.

Specialisation and the Australian skills shortage

According to a report by Deloitte Access Economics and The Australian Computer Society on Australia's 'digital pulse'[iv] in 2018, demand for ICT workers is expected to grow by 100,000 between now and 2023, putting further strain on organisations that have already been struggling to find the correct people with the right skills.

This talent shortage is being confounded by changing immigration laws, the failure of universities to adequately prepare their IT graduates for a career in the profession, as well as the development of an increasing number of specialisations that are appearing in-line with the appearance of new platforms and technologies.

This is particularly the case when we consider Australia's skills shortfall in the cyber security space. AustCyber's Sector Competitiveness Plan 2018 Report[v] cited data from the 'Department of Jobs and Small Business' showing that an alarming 42% of vacancies in this area went unfilled in 2015. It also revealed that Australia had a shortfall of 2,300 cyber security workers in 2018, projecting that almost 18,000 new workers would be needed by 2026.

A lack of available talent is creating a perfect storm for existing senior IT professionals: they're needing to devote more time to finding and then keeping the right people, whilst getting to the bottom of just what best practice is in numerous rapidly-evolving areas before then developing and implementing best practice solutions. It's unsustainable.

Legacy manual procedures and functions

Providing device and networking support, setting up new computers and phone systems, changing forgotten passwords, ensuring regular Disaster Recovery (DR) back-ups are completed, creating new email groups, deleting former employee profiles - the list of time-consuming, repetitive tasks is long.

Whilst the move to Standard Operating Environments can help significantly, having to constantly define what that is as new technologies get added means it's not always the silver bullet

promised. The reason for this is that it still needs managing and you therefore need someone who has an evolving and informed view as to what the best set of productivity tools for your organisation is

likely to be, as well as the ability to manage the inevitable updates and patches that will be necessary.

'Business as usual' (BAU) tasks are the single biggest blocker for many IT teams when it comes to being able to find time to both define and then deliver on a strategic vision for their organisation.

iv Deloitte, ACS Australia's Digital Pulse 2021, [Online], _Link_
v AustCyber, Australia's Cyber Security Sector Competitiveness Plan 2018, [PDF], _Link_

03. ASSISTING YOUR DIGITAL TRANSFORMATION: SPARK, PORTER, CATALYST, OR A MIXTURE OF THE THREE?

The pace of technological and organisation change, workforce demands, the growing number of platforms that they're being charged with integrating and running, as well as the sheer diversity of knowledge that's required to be able to speak authoritatively on all matters; IT professionals are becoming spread increasingly thin.

It's therefore no surprise that when it comes to their biggest strategic opportunity, digital transformation, IT teams and the senior members within them are struggling to find the time or objective authoritative view needed to be able to lead on era-defining initiatives.

For an organisation to get value from its IT department, the team needs to be enabled to develop the strategic vision for technology use that will propel it forward and, at a basic-level, Managed Services Providers can step-in and provide many of the support services that an organisation needs - often at a lower-cost - freeing up that time.

However, in recent years, Managed Services Providers have themselves been undergoing significant developments. Not only have they been deepening their expertise and growing their range of services, they've also been developing their own operational models and service delivery technologies to better cater for the changing needs of Australian organisations and the IT professionals that sit within them.

Managed Services Providers can now also help IT managers with their biggest opportunity, digital transformation, in three distinct ways:

SPARK	PORTER	CATALYST
If you're unsure of where to begin or need a close examination of your IT operational model to establish where the opportunities for transformation lie, then a Managed Services Provider can give you this insight. They'll assess aspects of, or your entire, IT environment to help you to determine what needs to change, when, how and what it'll be replaced by.	Your organisation may have a clear direction and focus, however you're burdened by the need to complete day-to-day functions. A Managed Services Provider can step-in and take up the strain, freeing-up time and potentially budget, too, to enable you to focus on the strategic projects that are going to make a difference to your wider business.	If you've a transformation programme underway, but can't scale at the pace needed to keep up with growing demand, then a Managed Services Provider can help you to accelerate your success. Adopting an evolving operational model, they'll support and accelerate your growth without the need for you to take on fixed overheads or slow progress getting internal resources up-to-speed.

Understanding the problem, the available solutions, and where best to get started - as well as how you can scale rapidly - are often the most difficult issues that an IT professional will face when it comes to driving transformation.

Modern, next-generation Managed Services Providers can help you with whatever support it is that you need to seize this business and personal opportunity - with new models ensuring that you don't break the bank in the process.

04. THE EVOLVING ROLE OF MANAGED IT SERVICES

IT teams have been using Managed Services Providers as part of their operational model for many years now and our recent survey found that Australian medium-sized organisations are currently getting 48% of their workload handled externally.

Up until now, the role that managed IT services has played for many hasn't been not too dissimilar from that of a traditional outsourcer, i.e. take a function root-and-branch and simply get someone else to handle it away from the core organisation, with the main distinction being that they will proactively (rather than reactively) manage that single function.

This carve-out of specific IT elements, such as a user support desk or network provisioning, is great at improving specific functions and reducing the number of mundane, repetitive tasks that IT teams are charged with, but doesn't necessarily ensure improvement of, or a holistic approach to, your entire IT operations.

Another common failing with the model adopted by many organisations is when it comes to managed IT services provisioning for sporadic, intermittent projects. Whilst this can be useful in delivering on a specific goal, the lack of continuity that comes through not having a unified approach to strategic projects or in delivering the overarching goal for which they've been created means that, after deployment, different schemas of monitoring and maintenance could be required or different approaches to future integrations and updates required in perpetuity.

The model outlined equates to a relationship where Managed Services Providers are there to fix problems, not necessarily prevent them, and to deliver on isolated developments without necessarily contributing to the overarching strategic goals that an IT team are engaged with. This state of affairs isn't ideal for many reasons:

- No incentive to enhance and improve the overarching function of the IT team, rather just elements of it
- New beneficial technologies that could be improve functions or lead to cost and efficiency savings more broadly across the department are left unadopted
- Lack of continuity or a holistic view means that the same problem might occur repeatedly but go unfixed as the pattern or source is unidentified
- Everyone within an IT environment aren't working to mutual top-level goals
- Strategic and in-depth knowledge in particular specialisations across both teams are overlooked and/or goes unutilised
- Temporary or permanent skills gaps are extended
- Legacy systems across the wider organisation aren't effectively monitored and managed, especially when it comes to end-of-life
- External forces and threats develop quicker than parties can get agreement to respond, increasing risk
- There's added expense due to repetition and ongoing inefficiencies
- Service models are left unexamined.

This isn't necessarily a failing of the customer organisation - some Managed Services Providers haven't been able to invest in new services to evolve their operational model or to create new solutions and ways of working that are able to deliver on what the changing needs of an organisation are; they aren't and won't ever be an evolved Managed Services Partner.

Get more from managed services

The real value of working with a modern, evolved Managed Service Provider comes in being able to gain access on an ongoing basis to the strategic and specialist skills, as well as the tools developed to help manage both them and your operations, leveraging them to improve every aspect of the service that you can deliver to your wider organisation - not just the one(s) they're actively managing.

A lot of this will come down to the way that a Managed Services Provider works with you as well as what their offering is, as not everyone is able to offer specialist expertise across every area that you need it.

Managed Service Providers need to become increasingly embedded and an extension of the team, rather than be seen as a separate external resource. You may well choose to not have them involved or running every area of your IT operations - we're some way off an Everything-as-a-Service (XaaS) being the standard - however they should be across what else you're doing and your wider to goals so that they can assist and guide where wanted or necessary.

05. WHAT AN EVOLVED MANAGED SERVICES PROVIDER DOES DIFFERENTLY

Distinguishing a traditional Managed Services Provider with an advanced one providing an evolved service mightn't be immediately obvious from first engagement. In fact, finding the right partner has been identified by our recent survey as a major challenge (as identified by our recent survey where 'Finding the right partner' was one of the top three difficulties that IT Managers faced, behind 'Integration' and 'Budget').

There are a few things that you should really be looking out for beyond rapid response times, back-up frequency and general maintenance to establish who you are dealing with:

Proactive IT security beyond what's critical

Most Managed Services Providers will patch critical weaknesses under their services agreement, but will leave both medium and high-risk issues alone and, occasionally, not even inform you that they exist unless you pay for that level of insight. Look for provider that is not only regularly documenting and sharing what these weaknesses are but who are proactively patching them for you so that you don't even need to think about them - a medium-risk in our opinion is still too high. See who is offering a security guarantee and proactive problem management, the latter of which will reduce the number of incidents (at Brennan, where we're managing and proactively patching servers, we've seen a 14% reduction in tickets raised by our customers i.e. a reduction in problems).

Customer satisfaction guarantees and prescribed escalation protocols

Beyond guaranteeing uptimes and standard timescales for request turnarounds (as detailed within SLAs), look to see what else a Managed Services Provider is doing to link your success with theirs. Brennan, for example, provides you with a real-time dashboard of all comments and CSAT scores given by your people after engaging with us, as well having a portion of employees' remuneration directly based on customer satisfaction scores. Another thing you might want to look for is the ability to escalate concerns directly to senior management beyond the operational-level - it's a safety net that can ensure that should the worst occur, there's always somewhere to go.

Self-service and automation

Your Managed Services Provider should be looking to provide you with full visibility of the work that they're undertaking and the ability to control the work that they're doing, simply. This shouldn't necessarily be via more calls and emails, but through the development of self-service portals that enable you to provision, cancel and understand how your service is being delivered at any time. Automation isn't a way of reducing work for the Managed Services Provider, rather a way for you to get a better, faster service. For examples through Brennan's Self-Service Portal, customer can set-up an entire user profile and be on email in 5 minutes, rather than the hours that it would traditionally have taken if they had to phone through to a support desk - they'll also see a 21% reduction in the number of tickets they have to create in the process.

Broad range of strategic and specialist expertise

The previously discussed expertise shortages and growing need for dedicated skills in specialist areas is leading to the concentration and pooling of skills within top-level Managed Services Providers. Being able to engage an expert in any particular area at any given time could be invaluable not just now, but also in the future as threats arise or situations and technologies change. Therefore, be sure to work with someone who is able to provide you with the range and depth of insight that you need, as well as top-level strategic recommendations that could help you with a little thing like 'digital transformation'.

Quick-to-respond, looking for long-term engagement, and a desire to be the 'one throat to choke'

A Managed Services Provider that can be on the ground in days and who is looking to engage with you in the long-term, investing both their time and resources over an extended period to help you to run and improve your existing functions, and who is willing to put their reputation and fee on the line (i.e. accountable for you IT environment) is an organisation that's more likely to be looking out for your best interests.

Flexible models and strong SLAs

A one-size-fits-all approach to service delivery or inflexible pricing and onshoring/offshoring models can be a bit of a warning sign that a Managed Services Provider isn't looking to find a tailored solution to your needs. This could also be the same if their SLAs are weak or ponderous - Brennan, for example, provides a 100% first fix guarantee on all simple requests made over the telephone and two different models for if your support needs to be handled directly from Australia. It might be that a fully-customised service comes with a higher price tag, but there should be a willingness to help develop and then implement the right offering and service level to meet your needs.

Regular assessment and 'out-of-scope' forum

In order to access the full set of expertise within a Managed Service Provider, whether you're engaging them in that area directly or not, there should be multiple ways for you to be able to access the people within. This could simply be in the guise of regular newsletters and or the sharing of trend data so that you can develop your own expertise, or via the offer of regular workshops or 'drop-in' clinics where you're able to ask broader questions beyond your day-to-day beyond your existing agreement.

On-site support and Service Manager as standard

Outside of crafting a unique service offering for yourself, your Managed Services Provider should be looking to do more to become part of the organisation. In most scenarios and where appropriate, it might be that a member of the Managed Services Provider's team sits within your IT team on a full or part-time basis so that they're living your organisation's culture, better understand your long-term goals, as well as able to identify and spot long-term common problems so that they can get them fixed. This model is in everyone's interest and Brennan have found a 55% increase in CSAT score when support is provided directly on-site. Equally important is the provision of a Service Manager (in addition to your Customer Manager), who can help you to plot your long-term technology goals and help you to achieve your strategic goals.

Multi-partner and vendors

A Managed Services Provider who is tied to a single technology partner or who is unable to work with your preferred technologies mightn't be able to offer you the solutions or services that you need. All are likely to have a preference as to who they work with, just make sure that this is due to 'best-in-class' reasons, rather than 'highest profit margin' ones.

Size and scale

Whilst it might be attractive to look to work with a Managed Services Provider who is boutique, offering expertise in a particular area to just a handful of customers, it may not deliver the best service or a competitive price. A lack of awareness into wider trends, limited expertise in alternative technologies, fewer resources, inability to provide round-the-clock support, or a lack of experience gained through working across multiple environments over many years could mean that you miss a trick (or two).

06. THE BENEFITS OF A MODERN MANAGED SERVICES PROVIDER

There's a number of clear benefits that an evolved, symbiotic operational model can bring to the customer organisation, but some of the specific benefits of working with a Managed Services Provider offering 2.0 services include:

1. You get a personal, agile and scalable service

Not only can you engineer a service and support level that will meet your needs, but you'll receive a personalised service delivered from a team from the Managed Services Provider who know you intimately and work alongside you daily. You'll get what you need, when you need it, with proactive management of your assets and strategic advice on what you could be doing both in your current contract of work, but broader - all at a known cost.

2. Become a more secure organisation, prepared for the future

In today's business environments, security and disaster recovery needs to be assessed and factored into every product, service, development or change - baked-in, not additional.

Threats are becoming bigger and attacks more common, and whilst you mightn't have been in the crosshairs yet, it's only a matter of time before it's your turn. A leading Managed Services Provider should discuss this with you at every engagement and provide you with expert advice as standard on how you can secure and/or enhance your posture with each move or alteration, as well as offering regular security and disaster recovery reviews.

3. Get more control via automated, anytime and immediate service alterations

A self-service portal where you can monitor service delivery levels, view tickets, provision/decommission resources, or manage simple tasks yourself quicker than the time it takes to raise a ticket will enable you to better manage your own environment - even if you're not actively running it yourself.

4. Expert, battle-tested advice on-hand

Your Managed Services Provider will be able to provide you with the advice you need to fix big, complicated problems that you can't or simply don't have the time to tackle. Utilising their industry-leading knowledge and experience working with other organisations, they'll be able to provide you best-inclass answers and solutions that mightn't be readily available from reading the literature around something alone

5. Quicker resolution times

Proactive management and in-depth knowledge of your complete IT environment will enable your Managed Services Provider to not just reduce the number of incidents and the amount of time it takes to resolve any issues, but will also reduce the time taken to deliver strategic projects or regular maintenance tasks. This, in turn, could save you money.

6. You get your time back

With the heavy-lifting being done by your Managed Services Provider, you'll finally have time to focus on those strategic projects (yes, digital transformation), as well as get help on how to deliver on them. I.e. they'll enable you to focus on the thing that matters: your business.

7. Know you're always in best shape

With proactive management of your systems and ongoing monitoring of wider market and technology trends across every part of the IT hardware and software industries (including management techniques and new approaches to delivery), plus ever-growing experience built on managing other IT environments outside of your own, your Managed Services Provider can provide you with a constantly evolving best-in-class service and advise you on changing best practice long into the future: get the best of everything, forever.

8. Known, lower costs

Your Managed Services Provider will be able to provide you with known running costs. The battle of what's better as OPEX or CAPEX will rumble on, but a great partner should be able to provide you with some clarity around specific functions and what the alternatives are. Through this process, you will not only get a better view as to what your discretionary spend budget is, but also discover ways to reduce spend through efficiencies and the decommissioning of outdated legacy technologies and processes.

9. No longer worry about filling internal resource gaps or the Australian IT skills shortage

Shortterm resource gaps are an inevitability as people change direction or seek opportunities outside of your organisation. With expertise often hard to find in the job market, a Managed Services provider can fill that gap for you on a long- or short-term basis, meaning that you never need to worry about finding the right talent again.

10. Transform the view of IT in your organisation

As previously discussed in this report, the respondents to a recent survey that we conducted stated that the view of IT within an organisation wasn't 'Strategic'. Through engaging with a dynamic Managed Services Provider who is able to help you improve and deliver a secure, stable and effective IT environment for your organisation, as well as assist you in creating a long-term strategic plan for future development, you can begin to shift the perception of the department within your organisation and open-up new opportunities for growth.

07. WHAT YOU SHOULD DO NOW

There's a lot that needs to be done and not a lot of time in which to do it.

The longer that IT aren't at the table when it comes to strategic discussions around digital transformation and similar projects, the harder it will be to catch up or force your way into the conversation. Worse still, if everything should come crashing down because a lack of expert input, then it's going to much more complicated and expensive to clean up and guess whose responsibility it will be.

So what can you do to get started?

Document both IT's and your organisation's strategic goals, as well as your day-to-day tasks. Find (or develop) alignment so that you can begin to have higher-level strategic discussions around direction and identify areas where you could or should get a Managed Services Provider to help you to free-up time, save money, improve service, or do all three at once.

Identify the roadblocks that will stop you from achieving your strategic goals or moving businessas- usual workloads, whether that's expertise, time, budget, organisation buy-in, or something else.

Assess your current Managed Services Provider and the way in which you're working with them. Are they able to provide you with both strategic and specialist insights in all the areas that you need them to so that you have 'one throat to choke'? Or is it that they can, but you've not been looking to engage with them in a more developed manner. Look at awards, accreditation and the technologies that they're using to help you to develop this view.

Explore your options. Should you feel that your current Managed Services Provider is falling short or is unable to assist you in all the areas that you need their help, then speak with some that can. Discuss what you're looking to achieve, both strategically and on a functional basis, and see where they can help.

Build a long-term road map. Before undertaking any work with either your existing or new Managed Services Provider you must work with them (and your wider organisation) to develop a long-term plan as to what you're trying to achieve and how you're going to achieve it. This may detail specific projects or pieces of technology that you're looking to transition to or adopt, but what's critical for it to achieve is to move the needle on the strategic goals of both the IT department and organisation. To succeed, detail quick wins to get project buy-in as the perceived lack of movement is a recipe for discontent or poor commitment.

There's a certain level of introspection that's required if you're to improve IT's position within your organisation and enhance the function, as well as to lead in the agenda-setting strategic discussions that are occurring.

It will take time and effort, and you can't be expected to know or be an expert in everything, nor deliver on ever-increasing workloads without a change in resourcing.

It's therefore critically important for you to remember that you don't need to know everything or go it alone - a Managed Services Provider should recognise that when they do their best work, what they're doing is elevating and promoting you as an IT professional and that they are a party to both your individual and the organisation's success.

WHY ARE WE DIFFERENT?

We are uniquely positioned to design, manage, and optimise your complete IT environment, or just the parts you need help with, so your people can have a truly seamless technology experience, wherever they are working.

Our teams are crazy about delivering exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving world class NPS ratings of 80+.

Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, UC & telephony, IT security, hardware & software procurement, pre-paid support & project services, as well as bespoke business application development, such as CRM, intranets, and automation.

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