





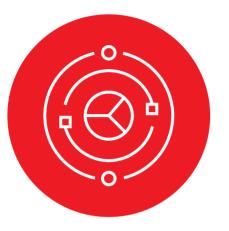
THE HOW AND WHY OF MANAGED SERVICES

Your business environment is changing – and so must your approach to technology. Managed services, once little more than an arrangement for equipment support and repair, is now a strategic engagement. Market-leading managed services providers (MSPs) will help you plan your technology strategy years in advance and execute it with surgical precision.

> Read on to find out how they do it and why you need them.

CUSTOMER CHALLENGES ARE EVOLVING

Modern enterprises are under more pressure than ever to modernize and streamline their technology, which is becoming increasingly central to business strategy.



Rising IT complexity

IT systems are complex and abstracted, with more moving parts distributed more widely than ever before. That creates headaches for companies that want to focus on its benefits rather than keep computers running smoothly.

Tech Stack Complexity



Leaders reporting that tech stack complexity increased in the last 12 months



Those who predict it will continue to increase¹



Cybersecurity is a growing challenge

Cybersecurity anxiety has reached the boardroom as regulations proliferate and compliance becomes more challenging. Even without these industry rules, companies strive to lock down their systems against a rising tide of cyber attacks that threaten their operations.

Investment in Cybersecurity



Amount by which the highestperforming 5% of companies are increasing their cybersecurity budget in 2024²



Managing IT at scale

Cloud computing has allowed companies to grow their user bases exponentially, and they're taking advantage. This requires them to operate massive databases and applications at a cloud scale. Machine learning technology is chewing through data and computing power at unprecedented rates. How can enterprises keep up?

Increases in IT Spending

4%

Increase in worldwide IT spending during 2023 (to \$4.7m)



Increase in worldwide IT spending anticipated for 2024 (to \$5m)³

Skills constraints

As businesses understand the strategic importance of technology, they're looking for talent to help them elevate their IT operations. Those skills are difficult to find, and the shortage is taking its toll.

IT skills are biting businesses hard



Businesses who delayed the development of new products or services because of technology skills shortages⁴

THE EVOLUTION OF MANAGED SERVICES

Companies increasingly turn to managed services as they struggle to tackle technology pressures. Although this market category is over 30 years old, it is more innovative than ever.



Strategic consulting is a driving force in modern managed services

Managed services used to be reactive, transactional services focused on equipment support and repairs. Today, forwardthinking MSPs are helping companies with higher-order challenges, such as defining technology road maps linked to strategic business goals.

Perceptions of managed services are changing



companies who see managed services as different from traditional outsourcing. Top goals include accessing new technology and driving strategic priorities⁵

Strength of Premium Services Growth in Managed Services



MSPs reporting strong growth in premium services, on par with the rest of the business⁶.



Managed services is growing quickly

Managed services might be a mature, well-established category, but it isn't slowing down. Businesses recognize its continued value as it evolves to meet modern technology needs.

Growth in the U.S. Managed Services Market

2023: \$299.01bn 2030: \$731.08bn CAGR: 13.6%⁷



MSPs are moving beyond ICT

MSPs still manage IT infrastructure but are also responding to expanding client needs, including creating far larger, more distributed IoT networks. IoT projects are growing rapidly, but enterprises need help navigating complex planning, deployment, and management tasks.

The growth of IoT networks

74%

companies that are deploying/have deployed an industrial IoT strategy



IoT projects that fail to scale⁸

Maturing cybersecurity approaches

MSPs are responding to calls for security-by-design, in which cybersecurity is built into every part of their infrastructure. This means combining cybersecurity and network operations together into a single, cohesive operation that leaves no openings for attackers.

Merging network operations and cybersecurity



HOW ENTERPRISES REAP THE BENEFITS

As managed services evolve, enhanced end-to-end services are transforming clients' operations. They are no longer paying purely for ticket-flipping support services. Instead, they pay for innovation and outcomes that contribute to true business transformation.

Cost reduction



Companies working with an MSP benefit from economies of scale, lower labor costs, and reduced capital investment. They also get more reliable systems, reducing the cost of downtime.

Downtime costs quickly add up



minimum hourly cost of system downtime

With help from long-term partners like Cisco, Black Box has developed system integration expertise to solve technical problems creatively, unlocking the value of new technology investments.

Companies need help integrating new technology



Companies who are not getting what they need from technology due to integration complexity¹²



Enhanced performance

An MSP's ability to cut costs and streamline IT management is beneficial, but consultative capabilities are a powerful multiplier. Using these services to unlock value at all layers of the technology stack, from equipment operations to strategically designing technology systems, elevates your business outcomes.

Focusing on business outcomes supercharges MSP engagements

4.2x

the likelihood that highest-performing companies will use MSP for strategic advantage

2.4x

the likelihood that companies using MSPs for strategic advantage will be more innovative than those using them just for cost savings¹³

BLACK BOX PROVIDES POWERFUL CLIENT OPTIONS

Black Box has decades of industry experience in technology management. It helps clients design their IT systems against projected business outcomes, deploying and managing that infrastructure on their behalf. It excels at large-scale logistics while offering unparalleled attention to detail and white-glove service.

Black Box's long-term partnership with Cisco as a Cisco Gold Integrator gives us access to the technology giant's complete cutting-edge technology portfolio. We have deep experience using Cisco equipment to elevate our customers' infrastructure, providing next-generation features for everything from voice and video communications to wireless networking solutions.



BLACK BOX AND CISCO: Excellence in Action

2023: Achieved worldwide Cisco Gold Provider Status

Black Box also innovates with flexible service consumption models. These include its end-to-end 'as-a-service' offerings, in which it retains ownership of the equipment it installs to reduce capital expenses for the client.

You'll love Black Box's deep technology expertise



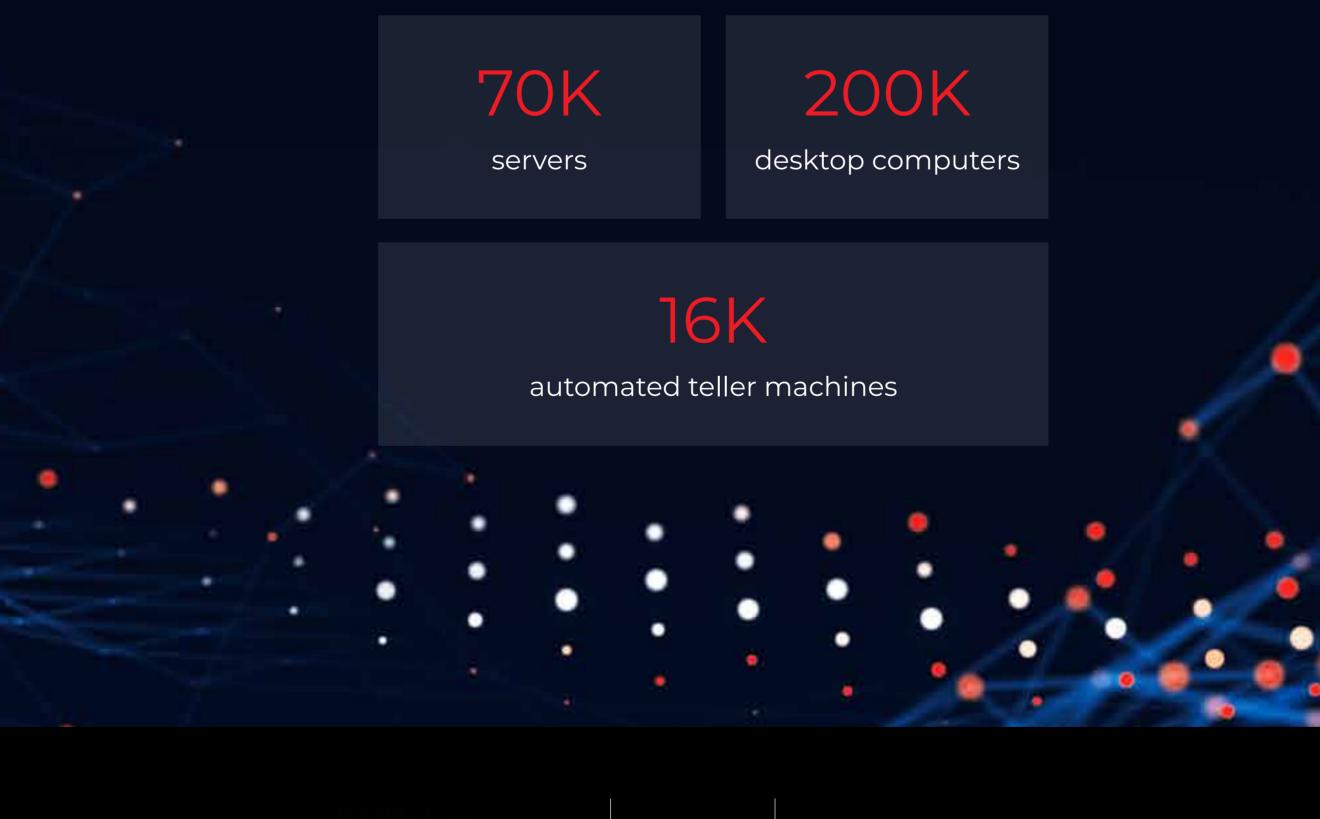
organizations who say an MSP's important characteristic is its knowledge level¹⁰

Black Box has the personnel and supplier relationships to deploy equipment at scale, taking care of sourcing, delivery, configuration, installation, and second-day support.

Equipment installed for a major data center client10K
20K
cabinets20K
cabinetsnetwork devices20K
s3K
racks550K
meters of cabling

Ongoing infrastructure management is a key Black Box capability. No client is too large for streamlined, next-generation IT management capabilities, including automated root cause analysis and self-healing systems.

Equipment installed for a major data center client



BLACK B



NETWORK Computing

Black Box is a Global Digital Infrastructure Solution Integrator that will help you design technology systems today with tomorrow's business goals in mind. Interested in gaining complete mastery of your technology strategy and IT operations?

Contact us to schedule a demo.

Learn more about Black Box Managed Services here

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