

# Responsive Technology Partners

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(L-R: Alex Muzafarov, Responsive Technology Partners' CTO; Marcangel Euresti, STEM car handler; William Harn, VHS Physics Teacher & Coach; Alyssa Head, STEM car driver; Kevin Head, Father; Steven McComas, Responsive's CEO; Lori Harn)



On Saturday April 29th, more than 50 high school competitors gathered in Lyons, GA to compete in an annual favorite event, The Southeast Georgia Soap Box Derby (SGSBD). As a local qualifying race for the First Energy All-American Soap Box Derby, participants and their team members work long hours to earn top honors and move forward towards July's First Energy AASBD World Championship in Akron, Ohio. The SGSBD winner will compete against other Local Champions from all over the United States and several foreign countries. Local IT Support provider Responsive Technology Partners, a supporter of high school and college programming throughout the Southeast, was pleased to sponsor Vidalia High School's Physics Solutions team in this year's race.

"Science, technology, engineering, and math (STEM) programs are significant forces of innovation and development, resulting in modern technology and advances that improve our daily lives. STEM education is important as it offers several benefits to students, from developing programs that allow for deeper learning to teaching them critical skills they can use to succeed in life. This is why we sponsored and will continue to support the life changing work underway at Vidalia High School's STEM Science Departments through the participation of the Soap Box Derby Car program. From the underlying physics to the actual physical construction of the derby car, participating students see the manifestation and fun of sciences. Our prayer is through this outstanding event championed by the City of Lyons, we will be a small part of encouraging our local students to further pursue the sciences which will be essential for our community to compete in a very challenging global economy. We are so proud of our driver and supporting science students from Vidalia High School! Your demonstrated commitment to competitive excellence will pay off as you continue your educational journey leading to productive citizens." said Steven McComas, MPA, MBA, CPA, CGMA and CEO of Responsive Technology Partners, Inc.

VHS students from both Engineering and Physics classes combined efforts to assemble the kit car, solving problems related to the acceleration of the derby car linked to the Georgia Science Standards for the Physics curriculum. Students Alyssa Head/ Car Driver and Marcangel Euresti/ Car handler both participated in the race on behalf of the VHS Physics Solutions team.

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## HELP YOUR BUSINESS THRIVE WITH CO-MANAGED IT SERVICES



Over the past few years, awareness about IT services has significantly increased. Businesses of varying sizes recognize the need for and importance of utilizing IT services to protect sensitive data, keep day-to-day operations running smoothly, increase productivity throughout various departments and stay up-to-date with the most recent technology trends. Without IT services, companies put themselves and their clients at risk. So, if you're looking to add these kinds of services to your business – or are in need of an update – you may wonder what your options are.

### IT Services Providers Available for My Business

When it comes to adding IT services to your business, there are essentially three main options. Sure, you could try incorporating new practices yourself, but this will take you away from other projects, so it's best to turn to the professionals for what you need. One option that's becoming rare is hiring an in-house IT team. This allows you to have an IT professional or team working at your business on a daily basis.

They can handle most minor tech issues in a timely manner and will always be available to answer questions. You'll also maintain control over the different practices, programs and protections that are in place.

Another option is to hire a managed services provider. MSPs come with a host of benefits and take much of the stress out of your IT needs. MSPs can help your systems operate more efficiently, reduce costs related to managing IT software, improve your cyber security efforts and answer any questions you may have. MSPs are third-party companies that must adhere to certain industry standards, but they don't work directly out of your business. This means if you utilize MSP services, you will relinquish many of your IT decisions and responsibilities to the experts.

The final option is the best of both worlds, and it's called co-managed IT services. This option allows you to outsource some of your more critical IT functions while still maintaining an in-house team. You can have the outsourced IT service manage your network infrastructure, which ensures your routers, firewalls and other network devices continue to work correctly. With co-managed IT services, an MSP can manage and monitor your data backup and recovery solutions, cyber security practices and defenses, cloud management and optimization and even IT project management. They can be available at all hours of the day to offer support and guidance for any needs you may have. And you'll get to experience all these benefits while still maintaining an in-house IT department. Your in-house team can handle all quick problems and offer immediate assistance while the MSP handles everything else.



## The Benefits Of Co-Managed IT

Now that you're more familiar with co-managed IT services, you might wonder what the benefits are so you can determine if it's the right fit for your business. One of the first benefits is that co-managed IT can save businesses quite a bit of money. Maintaining a full in-house IT department or depending on an MSP for every IT need can get expensive. But by outsourcing specific functions, you can lessen the number of people on your in-house IT team, and many MSPs provide differently priced packages depending on your company's needs. This will help you find the right balance that also fits your IT budget. You'll have more control and flexibility over your IT infrastructure as well, so you can choose who handles each responsibility and what functions the third-party team manages.

Another great benefit you'll gain from a co-managed IT service is a double layer of expertise and security. Not only will you have a team on the ground able to provide quick fixes to common problems, but you'll also have an MSP holding down your back line and ensuring everything else runs smoothly. Both your in-house and outsource team will have experience and knowledge to guide you through any dilemma that may arise.

No matter what the IT needs are for your business, there's an IT option that's bound to help your business find more success. We can help if you're still unsure which option is best for you and your business. Once your IT needs are met, you can focus your attention on the daily operations of your business and find new ways to become more profitable and efficient.



## START INVESTING TODAY WITH THIS 4-STEP PROCESS

Many of us are looking for a secondary source of income to supplement our lifestyles or support our families. Some have started working part-time jobs, while others have attempted to play the stock market to try striking it big. If you've attempted this yourself and felt confused, don't worry –you're not alone! Here's a four-step process you can utilize to invest in the right stocks for your situation.

### 1. Determine Investment Goals

Before investing, you must figure out what you want from your stocks. Do you want long-term gains or a quick turnaround? And how much are you willing to invest?

### 2. Research

Don't blindly buy stocks. Find companies that have a stable financial standing in a prosperous industry.

### 3. Diversify

Avoid putting all your eggs in one basket. Spread your investments across various businesses, industries and countries.

### 4. Monitor

Keep an eye on your stocks after you've invested in them. Pay attention to how the company is doing so you can determine the best time to sell.

Does your business operate remotely? Do you work with clients you've never met in person? If so, you might have wondered how you could build more meaningful long-term relationships with your clients. In most cases, it all boils down to communication. Your clients want clear and consistent interactions with you and your team, so be transparent and upfront when talking with them. You should also find out how your client prefers to communicate. Some may exclusively want to talk through e-mail, while others might prefer text or phone calls.



If you really want to exceed your clients' expectations, be proactive. Don't wait for them to contact you for every little thing; reach out weekly or monthly to ensure you're meeting all of their needs. Possibly, the most crucial aspect of communication is reliability. People want to work with someone they can trust and rely on. Don't give them a reason to doubt working with your business. By improving communication, you'll have a much easier time building strong, long-term relationships with your clients.

## BUILDING BETTER CLIENT RELATIONSHIPS IN A REMOTE SETTING