

Welcome to the CIO Hour!

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Managed Service Providers 101

Today's Panel



DAVE SOBEL

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Dave Sobel is the host of the Business of Tech podcast, and owner of MSP Radio. Dave is regarded as a leading expert in the delivery of technology services, with broad experience in both technology and business. Dave holds a bachelor's degree in Computer Science from the College of William and Mary and is a dynamic voice within the IT community. His interests include travel, food, and cheering the Washington Nationals and Capitals.



MARCO MAGGIO

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Marco Maggio is the VP Strategic Practices and oversees the enterprise, cloud, legal, education and healthcare practices and most of the commercial sales force within Konica Minolta's IT Services organization. Marco has held executive leadership positions at organizations such as Lanier, Mosaic, Ricoh and Hewlett Packard before joining Konica Minolta and is a regular speaker for legal industry associations and a regularly published author for technology relevant to key vertical industries.



JAMES C. MARQUIS

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James C. Marquis is a seasoned senior executive with more than 30 years of experience working in technology with a wide variety of associations and nonprofits. James' work experience includes serving as CIO for a large medical association, CEO of a technology consulting organization and senior roles in product development and business consulting with for-profit and nonprofit clients. He also has designed and built multiple Internet-based business applications including Mojo Middleware™.


The CIO Hour: Managed Service Providers

- A new type of Webinar
- Tackling the problems and questions that are on your mind with real-world technology advice
- Featuring experts in their field with decades of real-world experience
- Usually the first Thursday of every month

Visit www.theCIOHour.com for upcoming topics and events.



Ground rules...

- No question is off limits!
- If the question is too specific to a particular situation, we may defer it but are happy to talk to you offline or after the event.
- This is a safe space, but we understand if you wish to remain anonymous.
- Each session is worth 1 CAE credit – details to claim emailed tomorrow 

Agenda

- In the News – A few highlights that might interest you
- Fast 5 – Introduction to the topic of the month
- Q & A – 40 min – Discussion with our experts and taking your questions

In the News...

1. iPhone turns 15: Apple forever changed the way we communicate
<https://triblive.com/local/regional/apple-iphone-marks-15th-anniversary/>
2. Meta slashes hiring plans, girds for 'fierce' headwinds
<https://www.cnn.com/2022/07/01/tech/meta-hiring-plans-downturn/index.html>
3. Bill Gates Shares His Old Resume (With His Old Weight) Online
<https://www.cnet.com/culture/bill-gates-shares-his-old-resume-with-his-old-weight-online/>
4. Hackers are smuggling malware behind fake copyright infringement emails
<https://www.techradar.com/news/hackers-are-smuggling-malware-behind-fake-copyright-infringement-emails>

Today's Topic:

Managed Service Providers 101

Fast Facts – MSP Edition

1. 95% of Microsoft's commercial revenue flows through partners.
2. 91% of customer believe their MSPs/CSPs increase agility.
3. 81% believe their MSPs/CSPs save them money.
4. 75% of all cyber attacks begin with phishing.
5. Organizations who paid the ransom in a ransomware attack only got 61% of their data back

SOURCE: 1. Microsoft, 2. & 3. CloudBolt Software, 4. Trend Micro, 5. Tripwire

On to Your Questions...

What is an MSP at a basic level?

MSP versus MSSP

How do MSPs make their money?

Why do I have to spend so much on IT?

Evaluating Your Goals & Options When Outsourcing

Selecting a vendor – moving beyond RFPs...

Service level objectives...

Scary story time... the worst of the worst!

Other Questions?



Thank you to our panel of experts!



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Final Thoughts

- Join us August 4th for **Who Let the Devs Out?**
- An archive of this presentation and today's Webinar will be posted on theCIOHour.com in a few days.
- Any suggestions for future programs? Topics you would like to see covered? Please email us: theCIOHour@501works.com
- For CAE credit – you will receive a link via email tomorrow so you can claim your credit and receive your certificate.

