12 Ways Managed Services
Relieve Bank Technology Teams Overload

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Outsourcing Mobility, Telecom & IT to a specialized partner can relieve massive operational pressure on your bank's internal technology team, while saving cost and enhancing functionality. The outside team does not replace any part of the bank's IT team; it works in close partnership with them to enhance capabilities and bandwidth, freeing up IT staff to focus on other core priorities.

By shifting routine management, compliance updates and helpdesk support to an outside expert, internal IT staff can stop firefighting everyday glitches and focus on strategic digital transformation. Most bank IT staff find working with outside partners a major benefit and welcome relief.

Here are 12 specific ways an outside partner lifts the burden:

Day-to-Day Operations & Maintenance

1. **Help Desk Management:** Offload thousands of routine employee tickets for password resets, device connectivity, software glitches and more.
2. **Device Lifecycle Handling:** Outsource the management of the entire pipeline of procuring, provisioning, imaging, shipping and eventual recycling and reclaiming cost of corporate devices.
3. **Carrier & Vendor Management:** Avoid the time-consuming and frustrating tasks of negotiating with carriers, tracking service level agreements (SLAs), resolving network outages and other activities.

Security & Regulatory Compliance

4. **Patch & Vulnerability Management:** An expert partner ensures all mobile devices, endpoints and telecom infrastructure receive critical security patches immediately without draining internal testing resources.
5. **Audit Trail Preparation:** Receive the precise reports and compliance documentation required by financial regulators (like FINRA or the SEC) for communications monitoring and internal management tracking.
6. **MDM & Policy Enforcement:** Outsource the monitoring and management of Mobile Device Management (MDM) platforms to ensure strict data-loss prevention rules are active across the entire bank system and maximum value is received for device investment.

Expense & Financial Control

7. **Telecom Expense Management (TEM):** Receive audits of complex, numerous telecom invoices to catch and correct billing errors, get cost credits, receive GL updates and automatically eliminate unused lines and features.

8. **Predictable Budgeting:** Proactively plan for expenses to avoid volatile IT operational emergency costs and obtain fixed monthly fees, simplifying capacity planning for the CIO.

Strategic Capital & Focus

9. **Focus on Core Initiatives:** Free up high-value engineering and other talent to focus on core banking innovations, such as AI integration, fraud detection and proprietary app development.
10. **Instant Scalability:** Enable your bank to scale operations up or down during mergers, acquisitions or branch openings without needing to rapidly hire or lay off internal IT staff.
11. **Access to Advanced Tooling:** Outsource to give your bank immediate access to enterprise-grade monitoring, analytics and security tools that would be cost-prohibitive to buy and manage internally.
12. **Mitigating Talent Shortages:** Managed services fill critical gaps in niche telecom and mobile security skill sets, reducing the pressure on internal HR and tech leadership to recruit in a hyper-competitive market.

Grudi provides all these services to mid-size and community banks, creating a partnership that takes pressure off of technology teams, saves cost and enhances functionality. We can do the same for you. Learn how we can help your bank thrive at www.grudiassociates.com/banking or inquire at info@grudiassociates.com.