

WHEN YOUR IT LIVES IN ONE PERSON'S HEAD



IST Run provides co-managed IT support that extends a firm's internal team with 24/7 coverage, responsive service, and proactive technology management. By reducing key-person dependency and turning critical IT knowledge into firm-wide knowledge, it gives IT leaders back the capacity to focus on strategy and long-term projects.

How co-managed IT keeps the firm working and puts a familiar face on the other end of the line

Your best people spend their days putting out fires. The most common IT risk in a mid-size firm is quiet. Too much depends on too few people, and every project competes with a ticket. Run gives a firm its capacity back, and a team who feels like your own.



Sources: ITIC 2024; IST.

Picture the person who quietly keeps your firm running. Everyone knows their name and when something breaks, you all turn to them for the fix. Now picture that expert getting a leaving for a new job. What happens to the map they have laid out live that lives in their head?

Your team has the expertise. Today's technology leaders carry more than ever, and a lean team can be in only so many places at once. The work piles onto the same few people, and the important projects wait. The deeper worry sits underneath the workload. So much of the operation lives with one or two people and a single resignation can leave the firm guessing.

The Risk is Dependency

The real exposure in a fifty-to-five-hundred-person firm is dependency. Too much of the operation lives with too few people, and the team runs so hot on

daily work that approved projects stall. Coverage stretches thin across offices and a workforce expecting help from wherever it happens to be working. When the person who holds the map leaves, the firm loses the map with them.

Every project competes with a ticket, and the partner who can't open a file before a hearing wins every time. The problem is capacity, and the answer is people you can count on.

Operate. Enable. Govern.

Run works as an extension of your internal team, and the extension is human before it is technical. IST's people learn your systems and the personalities behind them, so the voice on the other end of the line already knows your firm. We take the overnight grind and the ticket queue, and we move operational knowledge out of one or two heads and into the firm. Run works in three parts.

- **Operate.** Responsive support for the daily grind. A 24/7 service desk staffed by people who recognize your firm, plus monitoring, patching, endpoint and mobile support, server and network administration, and vendor escalation, so fewer routine problems reach IT leadership.
- **Enable.** The platforms attorneys rely on. Microsoft 365 administration, cloud, backup and recovery, business continuity, identity and access, and onboarding, giving people a consistent experience wherever they work.
- **Govern.** Structure in place of tribal knowledge. Asset and license management, hardware lifecycle, vendor coordination, documentation, runbooks, and service reviews, ensuring critical knowledge becomes firm knowledge.

What changes for your team?

Co-managed keeps you in control. We draw a clear line between what stays yours and what we carry, freeing your team to win back its time while nothing slips.

WHAT STAYS YOURS

- STRATEGY AND THE FINAL CALL
- THE INSTITUTIONAL RELATIONSHIPS
- THE PROJECTS YOUR TEAM WANTED TO LEAD
- FULL OWNERSHIP OF YOUR ENVIRONMENT

WHAT IST CARRIES

- THE 24/7 DESK, MONITORING & PATCHING
- AFTER-HOURS AND OVERFLOW COVERAGE
- DOCUMENTATION & KNOWLEDGE CAPTURE
- CHASING HARDWARE AND SOFTWARE VENDORS

When a problem crosses systems or vendors, IST owns it. Your team gets an answer instead of a hunt for who is responsible, and the same familiar people see it through to the end.

Employees feel the change first. Support answers on the first ring, and the person answering already knows your setup. Your mornings stay clear of whatever broke overnight, and your internal team moves the roadmap again. This is the part IST cares about most. Our people carry a servant's heart, and they treat your firm's problems as their own, so the working relationship grows familiar and steady over the years. IST is privately held and independent, built to still know your environment, and your people, a decade from now. That familiarity is the point.

Start with the pressure costing you the most.

You can make real progress without redesigning the whole IT function. We begin by getting to know your team and your environment, then map what stays with your people and where IST adds capacity first. *It starts with a conversation.*

Technology changes. Trust shouldn't. ■ ■ ■

One accountable partner across Run, Protect, and Lead, and why foresight beats firepower

Technology decisions have never carried more weight or moved faster, and no firm should navigate them alone. What protects a firm isn't more tools. It's one partner who runs the environment, protects it, and helps lead it forward.

IST Management Services
RUN. PROTECT. LEAD.

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