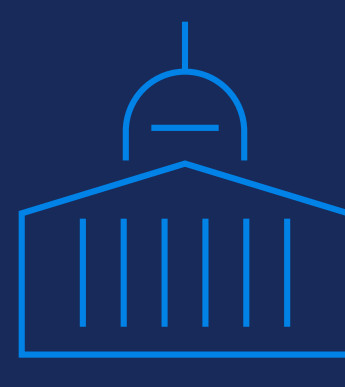


# Your IT provider checklist



4 essentials for local government agencies seeking managed services

Municipal and county agencies are increasingly looking to IT providers that offer managed services to help modernize their networks, optimize performance, minimize costs and safeguard against cyberattacks. Spectrum Enterprise®, a part of Charter Communications, sponsored a study with StateScoop that asked your peers what characteristics they considered important in technology partners for managed services.



## 1 Optimizing the budget

Managed services offer a strategic solution for agencies looking to modernize without making costly up-front investments. The right IT partner can help public sector organizations shift capex to opex by providing managed services for one predictable monthly cost.



54%

of local government leaders said cost efficiency is their biggest motivator for using a managed service provider (MSP).<sup>1</sup>

## Maintaining operational control

Agencies can retain control over IT operations by ensuring their technology partner offers service-level agreements (SLAs) that protect their interests, emphasize transparency, set clear expectations and define the terms of control. Look for a provider that delivers industry-leading SLAs, fully or co-managed service options, and intuitive online portals that provide network visibility and alerts.

2

47%

of city and county leaders said loss of control over IT ops can make them reluctant to rely on an MSP.<sup>2</sup>



## 3 Securing the network

Shore up security skills gaps with a technology partner whose managed services offerings include advanced, built-in security featuring a next-generation firewall, unified threat management, automatic security updates, and security expertise.



52%

of local government leaders said a security incident would require noticeable recovery time, and that they lacked the internal skills to assess and enhance cybersecurity measures.<sup>3</sup>

## Designing and deploying the IT architecture

Network design and implementation is complex and time-consuming. Choose a provider that offers assistance for design, implementation and ongoing network management (including licensing).

4

46%

of government leaders said the internal skill they most lacked was expertise in designing and implementing modern network architectures to optimize performance and scalability.<sup>4</sup>



74% of government leaders said they were likely to increase reliance on MSPs.<sup>5</sup>

## Choose a trusted technology partner

Managed network solutions from Spectrum Enterprise®, a part of Charter Communications, are custom-built to meet the demands of local government organizations looking to capture cost savings, maintain IT operational control, enhance network security, and optimize performance and scalability. With our wide range of managed services, networking technologies and 100%, 24/7/365 U.S.-based support, we're the technology partner to help you modernize your network.

[enterprise.spectrum.com/LocalGov](https://enterprise.spectrum.com/LocalGov)

1. "The Future of Network Management," StateScoop, 2024.  
 2. Ibid.  
 3. Ibid.  
 4. Ibid.  
 5. Ibid.

**About Spectrum Enterprise**

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#), [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](https://enterprise.spectrum.com).

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