TOP QUESTIONS IT SERVICES LEADERS ARE ASKING IN 2026

IT services leaders must manage security risks, employee experience, and efficiency. Leaders must also address budget and resource limitations while delivering measurable business value in an increasingly complex technology environment.

This FAQ highlights how you can overcome these challenges by strengthening security, enhancing employee experiences and productivity. At the same time, this FAQ will share insights to help your teams focus on the business value technology innovation can deliver.



USER EXPECTATIONS

1. How do I keep users satisfied when my team is already stretched?

Users expect seamless, reliable, and intuitive workplace collaboration technology to match the speed and convenience of modern work and communication. Relying on disparate devices and platforms to meet user experience needs can complicate security, compliance, budgets, and ongoing management. In turn, these issues can lead to security or compliance risks, system failure, or delays, leading to decreased productivity and loss of trust.

To improve user satisfaction, IT services leaders should focus on lowering incidents, increasing availability, and minimizing the time it takes to solve issues.



The real shift is moving away from ***reacting to problems*** and toward avoiding them entirely.

Implementing proactive monitoring allows IT to quickly identify problems before users notice. Plus, your team can view platform, device, and network performance data. This helps detect areas for improvement and highlights needed device and setup standards for reliability.

2. How do I manage so many different technologies at once?

Today's collaboration ecosystems demand voice, networking, cloud administration, AV systems, workplace technology, and security and compliance expertise with increasing integration into the core IT stack.

Additionally, each platform has its own unique admin portal, licensing, configuration, and support requirements. Modern collaboration tech presents opportunities for IT leaders to bridge the IT skill gap to enhance user experience while effectively managing IT budgets.

Addressing the skill gap requires ecosystem simplification and standardization, and strategic partnerships. Implementing standards and support processes, vendor consolidation, and leveraging strategic partnerships can reduce cost of ownership and operational risks.

SECURITY RISKS

1. How do I secure my environment if I do not have full visibility?

Many teams are managing environments and technologies where they do not have a complete understanding of what systems exist, where they are located, their operational status, and their current configuration. This creates risk.

Maintaining an accurate inventory of collaboration assets is critical to providing effective support and securing your environment. With accurate inventory, IT services leaders can resolve issues faster, lower security risks, and save on costs. Accurate inventory data ensures you remove unused devices, licenses, and phone numbers. It also makes change management, budgeting, and long-term planning much easier and more effective.

2. What is the key to keeping systems secure without overloading my team?

IT services leaders can adopt many of the same security strategies that also improve user experience. Keep an accurate inventory. Implement standards. Utilize manufacturer cloud management tools for seamless software patches and updates. It's also helpful to install monitoring systems to stay aware of device health and configuration status. Also, strategic partnerships can provide access to tech experts for developing best practices and testing.

A more effective approach is structured, consistent maintenance supported by the right expertise, so systems stay secure without adding strain or impacting users.

The most secure collaboration ecosystems blend asset management, proactive monitoring, and support and management. By combining these practices, you protect communications, content, devices, and workplace tech while supporting productive collaboration.



BUDGET AND STAFFING CONSTRAINTS

1. How do I support operations across regions without increasing costs?

Standardizing AV and UCC spaces is scalable but maintaining them globally is challenging. Adding regional resources raises costs. And if IT leaders and systems are centralized in one region, organizations may struggle to ensure process consistency across regions.

Common ways to address this include providing 24/7 remote coverage with the ability to provide on-site support when required for all locations.

Around-the-clock remote support ensures consistent processes anywhere. And organizations can maintain operations and systems without regularly increasing headcount.

2. How do I stay on top of maintenance and performance within these constraints?

Teams can fall behind on maintenance tasks when stretched, increasing downtime and risk.

Strong operations include scheduled preventative maintenance, ongoing performance monitoring, and structured update and lifecycle management.

A consistent approach helps reduce unexpected failure and improve system reliability.

3. How do I scale support as my environment grows but stay on budget?

Growth brings more users, devices, and locations, all of which increase complexity.

Scaling effectively requires flexible support models that can expand with demand, consistent processes across environments, and the ability to add capabilities without restructuring.

This helps IT services leaders grow operations without losing control or efficiency.

MEET USER, SECURITY, AND IT BUDGET DEMANDS WITH ENTERPRISE MANAGED SERVICES

Many IT service leaders are facing the same pressures: cost, user experience, and security.

Approaches, like AVI-SPL's Enterprise Managed Services, provide inventory visibility, proactive management, continuous support, and access to specialized expertise. Together, we can help stabilize operations and reduce risk while staying within your budget.



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