IT OUTSOURCING: TOP REASONS

Whether an organization is starting up or growing, it needs to focus on its core activities and other non-core functions can be outsourced to vendors that specialize in that particular function. Many existing organizations are looking for ways to reduce costs and improve business functions which can also be achieved through outsourcing.

Hiring an external provider to handle this work normally performed by staff has become a growing trend. A study by Intuit predicts that more than 40% of the American workforce will be freelancers, contractors, and temp workers by 2020. Outsourcing does not always displace existing staff and can be a way to offload just certain elements of a business function.

Overall, an organization must determine their reasons for considering outsourcing and make sure that the reasons contribute to achieving the organization's goals and objectives.

ACCORDING TO THE OUTSOURCING INSTITUTE'S OUTSOURCING INDEX 2000, THERE ARE MANY REASONS WHY COMPANIES OUTSOURCE.

Here are some of the top reasons:

Reduce and control operating costs. When you outsource, you eliminate the costs associated with hiring an employee, such as management oversight, training, health insurance, employment taxes, retirement plans etc.

Improve company focus. It is neither practical, nor possible to be a jack of all trades. Outsourcing lets you focus on your core competencies while another company focuses on theirs.

Gain access to exceptional capabilities. Your return on investment is so much greater when you outsource information technology to a firm that specializes in the areas you need. Instead of just the knowledge of one person, you benefit from the collective experience of a team of IT professionals. Outsourced IT companies usually require their IT staff to have proper industry training and certifications as well.

Free internal resources for other purposes. You may have someone in your office that is pretty good with computers or accounting, but most likely these were not the jobs he or she was hired to do. If they are spending time taking care of these things, who is doing what they were hired to do? Outsourcing allows you to retain employees for their highest and best use, rather than wasting their time on things that may take them longer than someone who is trained in these specific areas.

Resources are not available internally. On the flip side, maybe you don't have anyone in your company who can manage your IT needs and hiring a new employee is not in the budget. Outsourcing can be a feasible alternative, both for the interim and for the long-term.

Maximize restructuring benefits. When you are restructuring your company to improve costs, quality, service, or speed, your non-core business functions may get pushed aside. However, they still need to be handled and outsourcing is an optimal way to do this. Don't sabotage your restructuring efforts by failing to keep up with non-core needs.

Function difficult to manage or out of control. This is definitely a scenario when outsourcing to experts can make a big difference. But don't make the mistake of thinking you can forget about the problem now that it's being "handled." You still need to be involved even after control is regained.

Make capital funds available. By outsourcing non-core business functions, you can spend your capital funds on items that are directly related to your product or your customers.

Reduce Risk. Keeping up with technology required to run your business is expensive and time consuming. Because professional outsourced IT providers work with multiple clients and need to keep up on industry best practices, they typically know what is right and what is not. This kind of knowledge and experience dramatically reduces your risk of implementing a costly wrong decision.

NETWORK SECURITY IS A MOVING TARGET TO LOCK YOUR SIGHTS ON

Among the many things that keep small business owners up at night, security attacks and data breaches need to move to the top of the list. Many small business owners are not taking active measures to protect against security threats, despite a recent study found that nearly a third of the data breaches occurred at businesses with fewer than 100 employees. Our Secure IT program provides businesses with the support they need to keep all workstations and servers secure from vulnerabilities that can cause major impact on their business.

SECURE IT DRILLDOWN

ACTIVE PREVENTION

With real time visibility of known and unknown threats we provide active prevention to reduce the possibility of infections, which includes zero hour malware threats that can quickly disrupt your network.

OS SECURITY UPDATES

OS security updates are critical, but should not be automatically deployed. Determining what updates are required is a start, but ensuring the updates won't conflict with your line of business software is crucial.

OUT OF BAND UPDATES

Software vendors release security updates on a set schedule, but zero day threats require prompt action. Sometimes there are immediate updates and in other cases we need to quickly put a work around in place.

THIRD PARTY APP PATCHING

There are a number of core applications that are not part of the OS. Due to their popularity, hackers scour them for vulnerabilities. We continuously update these apps with the most current release.

SECURITY SOFTWARE

We take a blended approach to security software. While this includes anti-virus and anti-spyware software, we put emphasis on emerging security tools to protect against sophisticated security vulnerabilities.

SECURITY MANAGEMENT

Putting security tools in place is not enough and requires proper management of those tools to determine whether further action, whether proactive or reactive, is needed to keep you protected.

REPORTING

While we have your back, sometimes you want reports that show your network security status. Whether for peace of mind or required regulatory compliance, we can deliver reports on a scheduled or on demand basis.

ON-DEMAND SUPPORT

If you are in need of support beyond what is included in your Secure IT service, you can feel free to request our support on an on-demand basis. This gives you options to get the support you need, when you need it.

PEACE OF MIND

You have enough to worry about other than technology issues. Our Proactive Technology Management services gives you the peace of mind that you need so you can focus on running your business.

GREEN LIGHT
BUSINESS TECHNOLOGY

PROACTIVE TECHNOLOGY MANAGEMENT DELIVERS POSITIVE BUSINESS IMPACT

We start with an assessment to identify the strengths and weaknesses of your technology environment. Then through a remediation process, we get your technology up to standards. From there, we use technology to keep it running at that level day in, day out. Monitoring and ongoing preventative maintenance tasks keeps your technology performance from being like a roller coaster. Finally, a very important step in the process is strategic planning. We work with you to develop an annual technology plan that will serve as the road map for the future of your technology.

PREVENT IT DRILLDOWN

★ SECURE IT

Prevent IT includes our Secure IT plan, but adds so much more. Ultimately, we become your IT department with a strong emphasis on providing you with proactive technology management.

★ UNLIMITED SUPPORT

You get unlimited remote support from our support desk to answer your questions and solve problems. Add unlimited onsite support for your support issues that cannot be resolved remotely.

★ MY CTO

Our MyCTO services provides you with a Chief Technology Officer to advise, recommend, and direct the IT strategies for your organization. This includes developing an annual technology plan and budget.

★ NETWORK ADMIN

Your assigned Network Admin will develop and then implement standards and best practices. Some of their primary objectives are to identify and reduce technical risk in order to minimize reactionary issues.

★ NETWORK MANAGEMENT

Your network infrastructure is a critical component of your technology operations. Besides normal administration, your network infrastructure requires ongoing support to run at peak levels.

★ PROACTIVE TASKS

Technology needs ongoing TLC. That's technology loving care. We do this proactively through performing regular preventative maintenance tasks. This focus helps reduce those reactionary support needs.

★ TICKETING SYSTEM

Support requests can be easily submitted by phone, e-mail, or our client portal. Both end users and management can track the progress of support requests through the client access portal.

★ PLAY BOOK

Your technology infrastructure has a lot of moving parts. We work to document all this information in our play book to ensure your technology can be managed in a quick and efficient manner.

★ PEACE OF MIND

You have enough to worry about other than technology issues. Our Proactive Technology Management services gives you the peace of mind that you need so you can focus on running your business.

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