

Signs It's Time to Outsource My IT Administration

A guide to understanding the benefits of having highly skilled technicians on your team.

For many small and medium-sized businesses, a full-time IT support employee (or for larger businesses, a full help desk team) can be a high-cost investment with questionable ROI. As these companies adopt cloud services and Software as a Service business applications, in-house technical resources can be under-utilized. From a business owner's perspective, you want to get full value from your employees while they want to attain their goals and contribute to business growth. For many companies, IT professionals are shifting their responsibilities from maintenance and break-fix to a more strategic role. In others, IT professionals are ramping up skills on cloud services orchestration, management of virtual servers, and SaaS configuration and management. Depending on the skills and learning acumen of your IT staff, IT personnel as a cost center may not be the best use of your operations budget funds.

Are you concerned about the utilization levels of your IT administrators and internal support resources? Here are five clear signs that your company should consider contracting your IT support rather than pay for full-time employees.

1. Your technical staff stalls projects of strategic value to your lines of business

Consider this scenario. Your management team decided it needs:

- To adopt private, hybrid or public cloud services.
- Better insights into your customer buying behaviors and campaign effectiveness.
- A deeper understanding on how prospects and clients navigate through your website.
- To personalize content for your partners and customers and enable self-service.
- A help desk ticketing system and knowledge base to monitor how IT personnel spends their time, and to document the sorts of technical challenges your employees are having.

Is your technical team delaying innovation in areas of your business and resisting opportunities to track what they are doing on a day-to-day basis? It could be a sign your IT staff prioritizes maintaining status quo and job security over the needs of your business.





If your technology professionals are becoming a detriment to your business meeting its strategic goals, you might want to establish an IT services advisory committee to address change management. Next, align with [Independent Services Organizations](#) to provide [IT as a Service \(ITaaS\)](#) to take responsibility for tasks like technology refreshes, upgrades, and ongoing maintenance. This will free up your IT staff to address strategic technology initiatives like those listed above.

2. Your IT staff are burnt out, overwhelmed, and ineffective

In the scenario above, your IT manager or administrators could be reluctant to take on strategic projects because they are already working full force to fight fires with your network or [data center infrastructure](#). Supplementing your IT professionals with on-site (or offsite) contract personnel to monitor and repair your infrastructure, while supporting them through IMAC activities (Installs/Moves/Adds/Changes) is a good way to make your technicians more effective during the day.

[After hours](#), contract monitoring and support services for remote employees are more cost-effective than staffing your own 24x7x365 network operations center. It's also better for morale and employee performance if your technicians don't have to pull on-site night shifts or be on a rotating "on call" schedule from home at nights and on weekends.





3. The cost of in-house IT support is unsustainable

For some business owners and executives, their IT staff may have a long history with the company and likely supported the company through good times and bad. They may be reluctant to reassign the employee or let them go due to loyalty. Yet underutilized technology professionals can miss out on opportunities to expand their skills and expertise if they aren't introduced to emerging content and data management/delivery models.

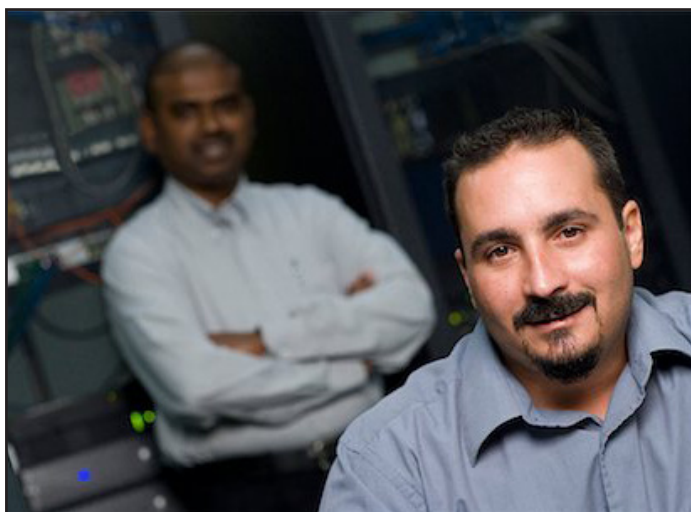
If you have provided your IT staff the time and investment to keep their skills current relative to their peers, they

should be well positioned to find alternate employment arrangements. Managers can work with IT support personnel on long-term career paths, be it within your company or externally into roles like [project management](#) or business analysis.

4. Skill shortages are to blame for project delays and IT chaos

Let's say your small business has one or two technicians that report to the company controller or CFO. Or maybe the company controller or CFO is your organization's only technology management and support person. During month-end and tax season, the finance department gets busy with their core responsibilities and can't help colleagues with IT challenges. Maybe an IT staffer doesn't know how to remove ransomware, or they are on vacation when a vicious DDoS attack knocks down the company's email server.

A skill shortage might be temporary, or expertise might only be needed occasionally. The best managed service providers will have a broad spectrum of hardware and software partnerships to address your entire technology ecosystem.



5. You need to divert funds to revenue generating initiatives

Let's say your business has two priorities this fiscal year. The first is to hire a new sales representative for a new product line your company is launching. You've interviewed an ideal candidate with unique domain expertise. The other requirement is to acquire, implement, integrate, and run a new self-service web portal to support customers that buy products in your new line. It will require a rack of dedicated servers to manage the content, data, and variable traffic related to the product line's lifecycle.

Instead of implementing your own servers and infrastructure on-site, outsourcing provides many cost and resource-saving opportunities including hardware and software capital cost avoidance to maintenance and upgrade time savings.



All of these scenarios are clear signs your business should outsource your IT management, monitoring, orchestration, and support. Partner with an ISO with the experience, expertise, [partnerships, and certifications](#) to manage your full IT ecosystem and not just a select few servers, devices, and/or applications.



Sources:

- <http://www.gartner.com/smarterwithgartner/is-your-it-team-prepared-for-public-cloud/>
- <https://www.forbes.com/sites/dailymuse/2014/08/20/5-reasons-to-try-consulting-no-matter-what-you-want-to-do/#3600e5603053>



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