



▪ INFINITE TECHNOLOGY ▪

## Why outsource?

*Written by Michael Corr – Managing Director - Infinite Technology*

A permanent IT administrator will cost anything from 35K to 45K when you take into account recruitment, salaries, social insurance, training and management. Using the services of a dedicated supplier of outsourced IT services it will cost you **less** and you will get **more**.

So what is it you get! Firstly a dedicated IT outsourced company has significantly more resources than an in house person and so we can solve your problems quickly.

When it comes to resolving those serious network faults (which occur from time to time) the outsourcing company will have the senior technical specialists with the know how to tackle the most challenging issues.

Sometimes an individual who appears to have a “flair” for IT takes on the support role in a company, but is this good use of a non-experienced persons time? I would argue not!

The in house person may spend their time learning on the job interested only in expanding their knowledge, often trying things out, which may mean they make the wrong decisions when attempting to fix a problem. This normally causes more down time, as it is likely that a third party will need to be called out at an additional cost.

Even if you recruit an IT administrator how do you verify his or her skills? How do you know if they are any good? We vet all engineers for technical, business and communications skills. If you are not happy with the resource assigned to your company we will give you some one else!

Also who is going to manage an internal technical resource - and they need managing. If left to their own devices with access to all your company data and sensitive information, who controls what they can and cannot do?

An in house person can only solve one problem at a time, an outsourced company can have a senior engineer attending a network problem, a desktop engineer solving a PC issue and our remote support technicians could be helping a user resolve an application problem, all at the same time.

When it comes to peak workloads in house technical resources become very stretched. With an IT partner can get access to additional resources at short notice.

Your employees get sick, need holidays need to do training courses so do ours but we have more engineers that can provide cover in this event.



▪ INFINITE TECHNOLOGY ▪

An in-house person can only have certain skills; our engineers have skills across multiple technologies, operating systems, firewalls, email, Internet and office applications.

If your in house person makes a mistake, they spend **your** time fixing it, if we make a mistake it is **our** time. You are charged a fixed rate no matter what is required of us. In addition you get guaranteed service levels and give you regular reports on how we are doing.

If in the event you need to remove your in house person this could prove difficult, with our service one month's notice and we are out!

When it comes to upgrading, our engineers together with your dedicated technical account manager who is assigned to you will assist in making the right decisions for your business. We can provide input from senior IT consultants and specialists. You share the benefit of our experience. Invariably an in house person may direct you to purchasing decisions based around personal knowledge and not what is best for your business.

IT expenditure needs to be controlled. By outsourcing the price is fixed. Together we identify any other costs; software maintenance, antivirus and consumables to ensure there are no surprises throughout the year.

Lastly if you still feel you need someone full time we can provide cover 5 days a week on site. Do you really need it? Depending on your requirements, which we can identify very quickly; you might only need a couple of days per week.

So weigh up the pros and cons I am sure you will agree the "outsourced way" is; more cost effective, offers quicker responses, is more flexible and will allow you more time to focus on your business.

© April 2007 Infinite Technology Ltd

Web: [www.intinitetechnology.ie](http://www.intinitetechnology.ie)