EBook: Top 5 Reasons Companies Seek Outside Help with Technology

January 2020
Introduction

Security. Support. Expertise. Strategy. Information Technology is a major support function for any business. But all too often small to medium-sized businesses overlook IT as a critical business component, mainly because of the cost to develop and maintain an IT department.

The growing trend of IT outsourcing can bridge the gap.

Companies that invest in outsourced IT services achieve significant benefits that help them operate more efficiently and effectively without having to invest in a full-fledged IT department.

Here are 5 reasons why IT outsourcing works for businesses.

1) Expertise and Resources

Having a bank of knowledge at your disposal is imperative in today’s world where new technologies are constantly emerging and new rules and regulations are implemented that affect how you utilize technology in the workplace. An IT consulting firm will be able to provide you with experts on Security/Compliance, Networking, Operating Systems, and numerous other subdivisions of Information Technology. For most small businesses who only require one main IT Professional, it is highly improbable that one individual will have expert knowledge on every aspect of Information Technology. Say for instance you are experiencing a problem with your Microsoft® Exchange Server. You (or your IT Manager) can call your outsourced IT firm and either have a resident Exchange expert walk you through steps to remedy the situation or dispatch a technician to your office. Rather than spend hours on the phone with Microsoft® trying to figure out the problem. A major trend in the industry is Security Audits. Personal information and data security are some of the most important issues involving IT. Using an outside IT firm, you can have a certified security expert perform an audit of your entire IT infrastructure to ensure your business/organization is taking all the steps necessary to protect your sensitive data.

2) Business Continuity

By utilizing Outsourced Managed IT Services, business continuity becomes a streamlined process. Your IT consulting firm can automate data backups either on-site or to the Cloud, and monitor your system remotely, allowing you to focus on other aspects of your business/organization. Should a server fail – Your IT firm can have a technician dispatched either on-site or remotely to fix the issue (usually before you are even aware of the issue). Technicians can move your server to a virtual
environment in a matter of minutes while working on the system issue, drastically reducing your
down-time and keeping a stable level of productivity.

3) Flexibility

Outsourcing your IT provides a support group tailored to fit your needs and schedule. A technician
can be scheduled onsite as little as once a week or as often as Monday through Friday – depending
on your budget and the size of your IT infrastructure. In addition to having an on-site technician, you
can opt to have remote support where a dedicated Help Desk Technician is available via phone or
Internet. Many times, the Help Desk hours are extended well past the standard 9-5 time frame.
Most importantly, you can add additional staff as needed. Say you decide to move offices, or
completely upgrade your entire network (computers, servers, cables – the works). Through your
outsourced IT consulting firm, you can get a Project Manager and additional technicians as needed
to help complete the project in a timely manner. The best part, you already have an established
relationship with your outsourcing firm, meaning you don’t have to deal with temp agencies or
freelancers.

4) Cost

Between spending countless hours trying to fix technology problems on your own, and spending
money on equipment that becomes outdated within a year or two, outsourcing your IT needs can
help you save in the long run. Cloud Computing In this day and age you simply can’t have a
conversation about Information Technology without hearing the term “Cloud Computing”. With
Cloud Computing, (specifically a Public Cloud) servers and applications are hosted off-site and are
accessed over the Internet. Going off-site means you don’t have to monitor or maintain the system
(making it ideal for Backup Disaster Recovery), and you pay a monthly fee (based on usage) instead
of having to make a large initial investment for equipment. Having an outsourced IT professional
deploy a Cloud based solution, can save you a lot of time (time is money) and aggravation. Clouds
use web-based administration portals that allow you to scale and modify your infrastructure at a
moment’s notice.

5) Peace of Mind

By seeking outside help for your Information Technology needs you can focus on other aspects of
your business. With outsourced services such as maintenance and monitoring, your IT firm
consistently checks your system for optimal functionality - meaning you have one less thing to worry
about. Outsourcing your IT needs will allow you to have the expertise and resources needed to
operate your entire IT infrastructure saving you time, money, and (most importantly) the
aggravation of having to deal with technology problems yourself.
About Focus Technology

Focus Technology strives to be the leading information technology partner in the Northeast and provide customers a new way to consume technology by designing and implementing innovative information technology solutions through personalized service that results in positive business outcomes for our customers. Focus Technology blends senior level engineering expertise with our unique customer first vendor-neutral approach and link our expert capabilities with business objectives resulting in the delivery of next generation IT infrastructure, cybersecurity, cloud solutions, with managed and professional services delivery.

Since 1997, the Focus experience has been built on a foundation of personal service, premier-level partnerships and professional thought leadership, all integral to our long-term relationships with some of the most recognized enterprises in the Northeast. The Focus team is a collection of skilled senior-level consultants working with proven methodologies to reach a common goal: to provide personalized service and innovative technology solutions that support your business objectives.

Award Winning Managed Services

- Live Answer Report Support
- 24/7 Maintenance and Monitoring
- IT Project Management and Implementation
- One Partner to Support your Entire Infrastructure Needs – we are your IT department
- Managed Security Services included
- Virtual CIO Services to help you make smart tech decisions for the future
- Virtual Chief Information Security Officer delivers enterprise class security services in a scalable format

Contact us today to Discover the Difference with a complimentary assessment.