



IT SUPPORT • CLOUD • BACKUP



key  
REASONS  
to  
consider  
outsourcing  
your  
IT Support



# in OR out

Do you keep your IT support in-house or outsource it to a specialist? It can feel like a big decision, but at XC360 EA Ltd, we have built our business on making it easy for you.

We've compiled a list of the key reasons companies choose to outsource their IT support. These have been drawn from two decades of experience of providing a first-class support service that goes above and beyond the call.

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## Costs

The average annual salary of an in-house IT Manager is currently in the region of KES 2,400,000. Add to that the cost of recruitment, additional company benefits and training to keep their skills up to date and it's a substantial overhead.

If, like many, this is a price you cannot afford, you are still left with a large potential cost: IT downtime frustrating the operation of your business and your staff spending their valuable hours trying to solve problems they do not completely understand.

With a support contract, your costs are reduced and consolidated into one payment.

Calculate the total cost of your in-house IT support and compare this figure with outsourced alternatives

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## Lack of in-house expertise

Perhaps you're a small company and don't have space for an extra staff member. Or your company's IT requirements peak and trough, so there isn't enough work to keep someone fully occupied.

So although you depend on your IT systems, you simply can't justify a full-time, in-house employee.

With a support contract, you can call any time as often as you like and talk to a dedicated expert who has seen and solved all your problems before.

Do you have expertise on hand in case your IT systems fail? If not, have you calculated the cost of emergency support - as well as lost productivity and potential revenue?

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# Extend your in-house expertise

Maybe you have a dedicated IT person in-house or a designated contact. You rely heavily on them for the continuity of your IT and therefore your business.

But what happens if they are already dealing with a crisis when another one comes along? Or if they are on holiday or off sick when disaster strikes? What if there is a serious issue and they try everything they can think of, but nothing seems to be helping?

With a support contract, you have experts on call who can come up with solutions and work with your own staff to implement them - for less than it would cost you to provide cover for your key IT staff.

Calculate the cost of providing cover for key IT staff over the past 12 months - and compare it with an average IT support contract



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# The skills crisis

**Recruitment is a tough, time-consuming and expensive process at the best of times. No surprise that 53% of employers lack confidence in their ability to find people with the right skills for their business.**

**If you are not from a technical background, how do you ensure you recruit the right people, especially when IT skills are in such high demand?**

**With a support contract, you don't have to worry. You'll have a top-quality, highly-trained IT team on hand at all times.**

**Do you feel confident recruiting and retaining high-quality IT staff?**

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## Access to other services

**Are you worried about your network's security? Need a disaster recovery plan? Want to support an increasingly mobile workforce? Do you require bespoke software?**

**Your IT support provider can offer you a full range of additional consultancy services. And, by this stage, they will understand your business better than most.**

**Have you ever sat down and worked out how much time you spend worrying about IT? What else could you do with that?**



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## Focus on your business

**Your time is precious. You need to focus on your staff, your costs and most importantly, your clients. The last thing you need is to waste time sorting out IT issues.**

**Let your IT support supplier take the strain. That's what they are in business for; to serve companies just like yours.**

**In a year, how often do you find yourself needing an extra IT service and wondering where to get it from?**

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# Productivity

**You may think it saves money keeping responsibility for technology in-house and distributing it amongst your staff. The likelihood is that it is dramatically reducing their productivity.**

**56% of employers are concerned about the ability of their employees to use computers. Scary stuff, particularly if it's those employees who are left to solve their own IT problems.**

**With a support contract, your employees just call the helpdesk, where engineers will explain what's causing the problem and resolve it quickly. You increase the productivity of your staff and your systems by reducing down-time and speeding up issue resolution.**

**Are your staff working to their full potential, or is your IT slowing them down?z**



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# Using the latest technology

**Technology is transforming at a rapid rate. If there's a new product, upgrade or tool available that might be useful to your business, how will you find out about it before your competitors do?**

**With a support contract, you have people whose job (and passion) it is to monitor the market, assess innovations and work out whether they can benefit their customers. They will also gain advance intelligence and training via partnerships with companies like Microsoft, HP, Cisco and Symantec.**

**Are you really clear about where technology is going and how it can help your business?**

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## Constant care

Chances are that your current IT strategy relies on a 'break/fix' set-up. This means that by the time you know there is a problem, your business and staff's productivity has already been affected.

Your IT support supplier can proactively monitor your systems 24/7, identify any issues and fix them before you even notice, virtually eliminating downtime. They can also carry out diagnostics on your system, servers and network to prevent any problems arising in the first place.

Do you know many IT incidents your company has experienced in the past year? And how much time and money was lost as a result?



COMMUNICATE



SUPPORT PEOPLE AND SYSTEMS



COLLABORATE



WORK WHERE YOU NEED TO



STAY OPERATIONAL



EXPAND SMOOTHLY



KEEP DATA SECURE



KEEP UP-TO-DATE



CONNECTIVITY



LOWER COSTS



XC360 specialises in providing expert, award-winning IT support for over 300 small and medium sized businesses in London and Kenya.

Our success is built on our absolute commitment to delivering you a service that is second to none. So you can focus on your business and customers, rather than your IT.

Our support contracts are flexible, cost-effective and tailored to meet your unique requirements.

Get in touch with us and we can schedule a meeting and discuss how we can be a best fit for your organization.

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