5 ways IT outsourcing boosts productivity

For Jasco Technology Services

Managed IT Services and Managed Security

This guide explains:

Introduction

Technology has the power to make or break a business. It can be used to improve its security, productivity, and longevity, or it can be a risk factor for costly downtime and disasters.

Hacking and technology failures can impact the productivity of an entire workforce. Bringing in outside expertise not only helps eliminate daily IT headaches, it also improves long term productivity and growth. Even more importantly, outsourced security defences and recovery protocols will ensure the survival of a business in this age of cripping cyber attacks. All of these benefits will be reflected in better business outcomes, and more positive customer and employee satisfaction levels.

Read on to discover the many benefits that come with outsourcing IT.

How do you know it's time to outsource?

Not every business needs to outsource its IT. Small companies with low reliance on technology are often capable of handling it on their own without the need for additional resources or expertise. However, as a business grows, it often makes sense to hand over some – or all – IT responsibility to an experienced provider.

If technology is slowing your business down rather than helping it to grow, it's likely that your internal IT team lacks the resources it needs. Hiring new, qualified IT staff isn't as simple a solution as it sounds: Recruitment, training, and integration will take up time and slow your business. Then there's the chance that your new hires won't work out.

More importantly, the average salary of a single IT resource will often be more than the cost of a comprehensive managed IT contract, and good IT providers can bring a wider range of expertise. When you outsource part or all of your IT, you gain access to an entire team of experts for a flat monthly fee, without the need to hire and train each one.

To determine whether your business could benefit from outsourcing, answer these questions:

1. Does your business suffer downtime on a weekly basis due to technology malfunctions?
2. Do your employees complain that technology runs slowly or prevents them from achieving their goals?
3. When your technology breaks, are your current IT staff slow to fix it?
4. Have you or your staff made poor technology decisions that resulted in downtime or lost profits?

If you answered yes to one or more of these questions, it's time to consider outsourcing your IT. A managed or co-managed IT provider will bring the workforce, tools, and expertise needed to eliminate these productivity roadblocks and help your business grow. Let's look at 5 ways IT outsourcing can boost productivity.

1
Outsourcing minimizes downtime

IT distractions are a headache not only for you, but for your entire staff – and your partners and customers, too. If your network goes down, if a computer or hard drive breaks, or if there's a hiccup with your email server, your employees can lose focus and productivity comes to a halt.

Let's do the math

Say a technology breakdown causes a 20-minute break for a staff of 20 people.

20 x 20 = 400 minutes wasted, or 6 hours and 40 minutes of downtime.

That's 6 hours and 40 minutes of salary you just paid your employees for doing nothing.

If something like this happens once a week for a year, you're talking serious money!

Based on an average salary of $25 per hour, that's almost $8,600 in lost wages. And this doesn't even include the amount of time it took for you and your staff to regain focus.

Working technology = working employees

A good outsourced IT provider will carry out proactive maintenance and cybersecurity measures to minimize unexpected issues with your hardware and network. They will also monitor your systems round-the-clock so disruptions can be identified early and stopped in their tracks.

Outsourced providers are often bound to response times laid out in their service agreement, and many offer 24/7 support. This ensures updates, patching, and migrations can run out of office hours, and IT support tickets are resolved quickly to enable staff to concentrate on their jobs.

2
Outsourcing improves efficiency

Under-resourced IT teams often struggle to simply keep IT operational, let alone implement strategic projects that will improve their company's efficiency and productivity. Managed IT service providers are experts at optimizing IT, and they have the resources to make your business more efficient than you ever thought possible.

As well as advising on how to streamline your IT processes, an outsourced provider can help you leverage new technologies like artificial intelligence (AI) and machine learning (ML) to simplify or automate time-consuming manual tasks, or the cloud to improve remote work productivity and data backup processes.

They can also improve cost efficiency by helping you get the most out of your existing technology investments. For example, Microsoft 365 features a wealth of tools that can improve productivity and efficiency, such as SharePoint, OneDrive, Microsoft Teams, and PowerApps – tools designed to facilitate remote work collaboration and streamline business processes.

3
Outsourcing enables focus

Between keeping your business technology operational, maintaining cybersecurity and compliance, and implementing projects that will help your organization grow, IT management is more than a full-time job. Whether you have an understaffed IT team, delegate IT to a tech-minded staff member, or try to handle everything yourself, it's likely that other important tasks are getting pushed aside as a result.

Technology solutions = business solutions

An outsourced service provider can relieve you of these duties by taking over daily IT tasks, implementing cybersecurity best practices, and helping you strategize for success. They will be able to guide you toward the appropriate technologies for your business and goals, and steer you away from those that will waste your time and money. They will have the right tools to support your business and staff, as well as the expertise to implement new processes and technologies. All of this means you'll gain more time in your day to focus on running your business.

4

Outsourcing minimizes HR headaches

People get sick, take vacations, have family emergencies, and take time off for countless other reasons. So what happens when one or more of your in-house IT staff are out of the office over the same period? What if there are more IT malfunctions than your remaining staff can handle? And what if your IT manager quits without warning?

Your technology never takes a day off, so neither can your IT team.

As well as giving your employees the IT support they need to maintain productivity, enlisting an IT provider will reduce the strain on your HR department. An outsourced IT provider will monitor your technology 24/7/365 – even on holidays – so you'll never need to find cover again.

When you hire an outsourced service provider, you gain a team of certified IT experts, eliminating the need for time-consuming HR tasks like hiring, training, managing, and firing employees. Plus, if your business grows or shrinks, you can easily scale their services to suit your changing needs. Your outsourced service provider will act as a single point of accountability, meaning no more detective work when things go wrong. They will also document all of your IT processes and keep a log of issues so you can maintain functionality even if you switch providers.

5

Outsourcing future-proofs your business

The ability of an outsourced IT provider to keep your business functioning smoothly goes well beyond minimizing daily downtime. They can work with you to develop a business continuity and disaster recovery plan so your organization can get back to work as quickly as possible following a cyber attack, data breach, or other disaster.

But that's not all. By helping you to leverage technology to achieve your goals, they can create business growth that will secure the future of your company. On top of this, they can help maintain predictable budgeting by planning your technology spend in advance and offering their services at a fixed monthly fee.

You'll never worry about unexpected IT breakdowns that cause your budget to suddenly increase. Instead, you can sleep soundly knowing your technology is always operating smoothly, monitored by experts, and optimized for success. And when you wake up in the morning, you'll be able to focus on running your business.

Conclusion

Ready to see your productivity skyrocket?

As you can see, outsourcing your IT delivers no end of productivity gains. In fact, since outsourced providers offer all-inclusive services for a flat monthly fee, it's in their interest to ensure your business is running as smoothly as possible.

If you think it's time to consider outsourcing part or all of your IT, call us today to talk with one of our experts. We're happy to answer your questions, provide recommendations, and audit your current IT network.

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