



TOTAL SECURE
TECHNOLOGY

WHITEPAPER

OUTSOURCED IT

HOW SMBS CAN IMPROVE IT EFFECTIVENESS WHILE LOWERING COSTS

Outsourced IT offers superior technical expertise and 24/7 availability at approximately the same cost as (or even less than) full-time resources – without the overhead, HR paperwork, sick days, or overtime.

Presented by Total Secure Technology

Total Secure Technology is a premier Managed Security Services Provider using every tool available to safeguard your business from any current or future cyberthreat.

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Introduction

Business owners who outsource IT support generally enjoy stable systems, lower maintenance costs, more uptime, and less worry.”



IT Support for Small and Medium Businesses

The relationship between small and medium-sized businesses (SMBs) and Information Technology (IT) can often be described as a “love/hate” relationship. You absolutely rely on technology to help your business run efficiently, but IT is most likely not one of your core competencies – and just keeping your systems running can be a major undertaking that distracts you from business-building activities.

Some SMBs rely on an in-house IT staff for technical support, but this is not always all it’s cracked up to be. An in-house IT staff is generally only available for IT support during working hours – but what do you do when they’re sick, on vacation, or busy in a

70%
of companies outsource IT services for the cost reduction

meeting? In-house staff also add high fixed costs to your payroll, and their experience is limited to what they have learned working for you and their last one or two employers. This gives them a very narrow perspective on overall industry trends and the “ins and outs” of available technologies. And since IT is not your core competency, you may have limited insight into how well the IT staff is performing.

For these reasons, many savvy SMBs are choosing to outsource IT maintenance and support to an expert third-party provider. Outsourcing gives SMBs easy access to high-caliber IT support they would not be able to afford in-house. Business owners who outsource IT support generally enjoy stable systems, lower maintenance costs, more uptime, and less worry.

The Strategic Advantages of Outsourcing vs. Full-Time Staff

In a very small business, it's pretty obvious that hiring a full-time IT person, let alone a full staff, is not a viable option. But hiring full time IT resources may not be the ideal choice for larger businesses either. To illustrate this point, let's take a look at the costs and benefits of hiring one full-time IT staffer compared to contracting with an outsourced IT provider.

	Full-Time Staff Member	Outsourced IT Provider
Cost	\$5,000 per month	\$5,000 per month
Number of Experts	1	Full Expert Team
Scalability	No	Excellent
Availability	Business Hours	24/7/365
Technical Capabilities		
PC Support	Expert	Expert
Network & Server Admin	Expert	Expert
Patches & Upgrades	Okay	Expert
Data Backup	Okay	Expert
Business Continuity Planning	Okay	Expert
Security Protocols	Okay	Expert
Product Selection/Procurement	Okay	Expert
Project Management	Okay	Expert
Licensing	Okay	Expert
Infrastructure Design/Implementation	Limited/None	Expert
Network Design/Implementation	Limited/None	Expert
Telephony and VoIP	Limited/None	Expert
Industry Trends and Best Practices	Limited/None	Expert
Strategic Business Use of Technology	Limited/None	Expert

As you can see, outsourced services generally cost less than maintaining an in-house IT staff – and the technical expertise, availability, and scalability is far superior.

Consider a Hybrid Solution

Even if you have an in-house IT solution that works for you, you might benefit from adding an outsourced solution to supplement your existing support. The advantages of a hybrid scenario include:



Adding a
New Level of
Expertise



Economically
Extending
Service Hours



Covering Staff
Shortages



Handling
Special
Projects



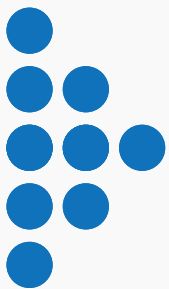
Freeing Up Your In-House
Team to Focus on Tasks
Essential to Core Operations



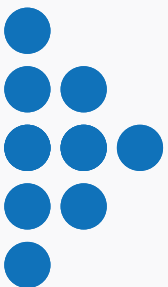
Finding an IT Company That Fits Your Needs

Once you've made the decision to outsource, it's time to select a provider – and you will have plenty of options. New IT providers crop up at a dizzying pace, but they're certainly not all equal – or even competent. Anyone who has a history of troubleshooting their friends' computer woes can start up an IT support company, but that doesn't mean they have the breadth of knowledge and experience you need to effectively manage your entire IT environment.

So how can you find an IT company that is right for you and your business? Before signing any contracts, make sure you grill potential providers on these two critical points:



Find out how they view technology in relation to your business. The most common shortcoming for an outsourced IT provider is not technical expertise – it's business acumen. Ask potential providers how they will manage or recommend technology in light of your specific business goals, and what strategic approach they take to technology as a business tool. Ask for specific examples of how they have merged the two in the past. A business-savvy provider who gets to know your business is much more likely to point out technologies that can provide you with cost savings and enhanced efficiency.



Explore their communication and management philosophies. Do they have a set communication process? Are they prepared to adjust services and projects in light of feedback from your team? Will they proactively manage their relationship with you, conducting periodic reviews of your technology and recommending improvements and upgrades? Or are they going to sit back and wait for you to come to them?

A truly effective IT company will do more than just fix what's broken. You want a service that understands your business and goals and will proactively help you reach them. Investigating these two areas carefully will help you select a provider who will be an asset to your business for many years.

Happily Ever After

Outsourcing IT support can be a win/win for many SMBs. If the relationship is entered into carefully, an outsourced provider can offer far superior technical expertise and 24/7 availability at approximately the same cost as (or even less than) full-time resources – without the overhead, HR paperwork, sick days, or overtime. The right provider will show you ways to use technology to lower costs and increase productivity for greater payback on your IT investments.





TOTAL SECURE TECHNOLOGY

Total Secure Technology provides tailor-made data security built around your unique business needs. Our holistic approach means you can truly secure your business to the greatest extent possible.

Our 7-Level Protective System helps make sure our clients never suffer a damaging breach. It includes:

- Network Monitoring and Patch Management
- Proactive AV (Anti-Virus) and Malware Management
- Managed Business Continuity
- Managed Firewall with Content Filtering
- Managed Gateway DNS Protection
- Advanced Endpoint Protection (beyond AV and anti-malware)
- SIEM Monitoring. (Systems Incident and Event Management)

Contact Us Today

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