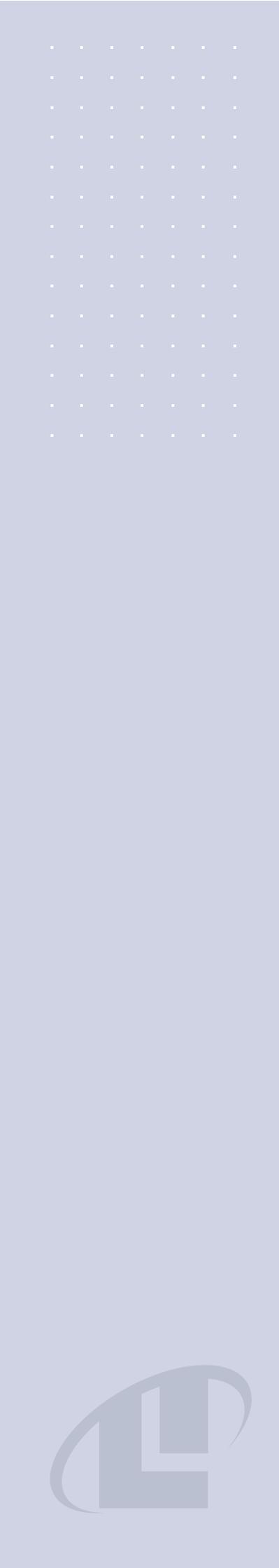




# Guide to Providing the Best IT Support for Your Business

How to determine the best technology service model for your business, including when to insource, when to outsource, and when to use part time resources.



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# 1

# Introduction

For a business to thrive in today's technology-dependent environment, it is essential to have an IT service or support team that is able to keep pace.

A business's needs invariably change over time as the company grows and develops, and technology should be leveraged to support rather than hinder this process. Increasingly, smart business owners are taking their technology ever more seriously, and selecting a technology service model that aligns with their goals is an integral part of this process.

Determining the best technology model for your organization can seem intimidating, but it doesn't have to be. Insourcing and outsourcing each have their own merits, and sometimes even a hybrid of the two can represent the best choice for your business. In this guide, we will untangle the options to provide a clear picture of which model is best for your individual needs. No two companies are the same, so it is important that you assess every option available to you in order to make an informed decision that will help your business to flourish in the long-run.

# 2

## Assessing your current IT support

If you're reading this guide, chances are that your current IT support isn't living up to your expectations.

Whether you rely on in-house resources or an external provider, it is important to evaluate the effectiveness of your current team so that you can determine if it's necessary to make a change. Although the disruption of transitioning to a new support model may be a deterrent, it is sometimes an essential move to ensure that your business isn't being held back by ineffective IT. Here are some telltale signs that you need to reexamine your current IT support.

- **Lack of capacity:** Does your current IT support struggle to maintain your software and systems? Are they too busy to finish, or even start, new projects? If you answered yes to either of these, they likely cannot bring the resources required to support your business technology.