

Why outsource IT support?

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Last month, we got the basics and benefits of cloud computing with [Cloud 101](#). This month, we'll explore why your workplace should [consider outsourcing IT support](#).

Whether you're looking to add support to your current department or completely outsource IT support, managed IT service providers can reduce costs, enhance IT expertise, and minimize corporate risk.

LOCK DOWN COSTS

Choosing to outsource IT support will lower operational costs by reducing in-house resources required to keep your technology going strong. In addition to reducing operational costs, capital is also freed up to help meet company objectives and put the focus back on your business.

Managed IT services act as a long-term savings plan by fixing costs, making it easier to control the amount your business spends on technology. With managed services, IT issues are covered under a flat fee agreement, and spikes in costs associated with IT issues are removed.

Another cost savings is purchasing through outsourced IT support. Managed IT providers often have recognized partnerships with vendors, which allow them to receive special pricing on hardware and software. Purchasing through a managed service provider allows you to gain access to partner benefits, bringing huge cost savings to your business.

GET THE LATEST AND GREATEST

Outsourced IT support means you gain access to a team of experienced cross-sectional experts. You get the best of both worlds: highly specialized knowledge and a broad skillset. By outsourcing IT support, you get specialized expertise in areas such as virtualization, the cloud, business continuity, infrastructure and more to create a well-balanced skill set.

Choosing to outsource IT support means you'll be at the forefront of technology by gaining access to the latest and greatest in IT services and offerings. IT is the core competency of managed service provider's businesses, so you can trust that they're up-to-speed with the latest in the industry, what's on the way out, and can identify what option is best for your business.

SAY GOODBYE TO 9-5 AND HELLO TO 24/7

Outsourced IT support reduces corporate risk. Managed service providers can provide assistance around the clock with a team of available technicians, and beyond the regular 9-5, Monday to Friday schedule. Managed IT service companies can provide IT support during regular business hours, after working hours, during the weekend, and even on holidays.

Technology is at the core of every business and needs to run 24/7. It's never a convenient time when IT mishaps occur, and you need to make sure you're prepared to respond to keep business up and running. Having readily available resources reduces company downtime, helping to save on revenue loss due lost to hours of operation and business opportunities.

To support optimum network performance, managed IT service providers follow service level agreements. Service level agreements hold outsourced IT support accountable and verify that all business-critical programs and processes are healthy.

OUTSOURCE IT SUPPORT

Outsourced IT support locks down costs, gives your company access to the latest and greatest in technology, and offers around the clock assistance. [SysGen Managed IT Services](#) provide comprehensive, non-stop technology support for organizations that depend on a strong network to keep business operations up and running.

[Contact us](#) to learn more about the benefits of outsourced IT support in Calgary, Edmonton, Red Deer or Vancouver.