

THE IT SUPPORT BUYERS GUIDE



NetTech
Consultants, Inc.

Hire Or Outsource?



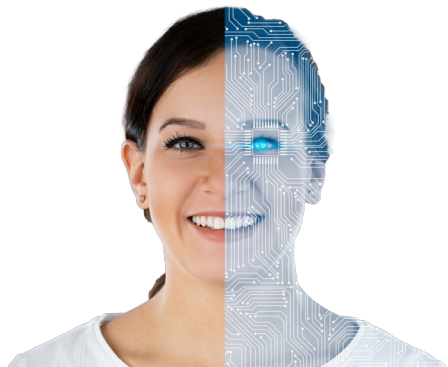
Handle In-House

Companies with 10-250 employees can save by outsourcing, however, there are reasons to hire. These include a strategic need to develop an internal IT department, industry specific compliance reasons, or available technical skill in-house.



Outsource IT Support

If your organization lacks available tech resources and has more than 10 employees, outsourcing your IT function will save you a lot of time and frustration. Hiring the wrong IT person can be a time consuming and costly endeavour. Outsourcing provides fractional access to a full team of IT experts that can get the job done right.



Blended Model

For larger organizations a blended model is often a sensible choice with basic IT support functions outsourced and strategic IT initiatives handled in-house.

What Type Of IT Company Is Right For You?

Break Fix IT Company



For organizations with less than 10 employees, working with a break-fix IT services provider is most effective. These organizations typically have lower complexity technology requirements, and infrequent IT support issues.

Break fix providers charge hourly and work on-demand to resolve issues.

Managed IT Company



For organizations with between 10 and 250 employees, outsourcing the IT function to a managed IT company is a sensible choice. Companies in this range can save up to 90% of the cost of hiring a full IT team in-house while getting comparable service quality and operational efficiency.

Why Managed IT Support?

In today's business climate distributed teams, and 24/7 operations are all but an inevitability for a growing company. One in-house IT manager may be able to handle the endpoint support needs of 30-50 people from a workload perspective, but not from a mental health perspective.

Supporting 24/7 operations while trying to sleep 8 hours per night, provide technical leadership, keep up with training and trends, and also repeatedly handle basic support needs like password resets is enough to burn anyone out.

In-house IT managers at small but growing companies often wind up overwhelmed and leave for another job as soon as they are able. When they leave, the single point of failure is exposed and the disruption caused is something close to a system outage.

Outsourcing to a managed IT support company comes with a number of benefits:

- A full team of specialized IT experts can provide superior service quality over a single IT generalist.
- A rotating pool of shift workers at a 24/7 help desk can provide support for your operations that will eliminate barriers to growth and maintain employee satisfaction.
- IT support costs scale up or down with your growth as needed on demand.
- You eliminate the risks associated with relying on a single IT manager for your technology needs.

Why NetTech Consultants?

NetTech is a leader in customer satisfaction for IT companies in the Jacksonville area. NetTech employs approximately 30 people and has established a reputation for serving organizations with headcounts between 10-250 employees in areas like healthcare, finance, construction, and nonprofit. NetTech has established itself as a leading provider of practical and competitively priced technology support solutions to mid-market brands in the greater Jacksonville metro area. Reach out to NetTech today to learn more.



NetTech
Consultants, Inc.

904-992-6970

nettechconsultants.com