

Six Essential IT Outsourcing Strategies

Choosing The Right IT Solutions For Your Business

Does IT outsourcing make sense for your company? Use these strategies to make the right IT decisions for your business.

Using a knowledgeable IT solutions provider gives you an advantage in today's competitive market, eliminating such limitations as fixed overhead, equipment costs and personnel constraints. Outsourcing also:

- Provides you with access to technology, knowledge and skills that may not be available within your company.
- Offers both short- and long-term services without adding to your operational costs.
- Helps you improve business processes.
- Allows you to focus your internal IT resources on your business's strategic plans and core competencies.

Here are some points to keep in mind when deciding if IT outsourcing is right for you and your organization:



1) Identify Your Goals And Requirements

Does outsourcing support your overall business strategy? Does it allow you to focus on your core competencies – those areas that are strategically important to your business versus those that support operational performance? Typical goals include: providing the best possible technology to your organization at the lowest possible cost and assisting with a business transformation.



2) Conduct A Cost/Benefit Analysis

Weigh the costs and benefits of using external resources against those of utilizing internal assets. This analysis should encompass not only monetary concerns, but also intangibles such as exposure to risk and the loss of skilled personnel or control.



3) Evaluate Your IT Solutions Providers

Once you've decided that outsourcing your IT support makes sense for your organization, you need to evaluate knowledge and capabilities of potential IT solutions providers. The provider you're considering should support your identified goals and requirements. Of course, you want to know the costs of their services, but be sure to get clarity on what exactly those costs cover. For example, is there an additional charge for emergency services versus standard maintenance tasks? Also ask the provider to define their response times and their customer service policy – for example, will you have a dedicated person or team supporting your company?



4) Set Clear Expectations

Once you've decided on the IT provider that best fits your needs, sit down together to clearly define what you want to achieve by outsourcing your IT. Also let the provider know exactly what you expect them to accomplish for your company. Agree upon which services are within scope and those that fall out of scope.



5) Negotiate Your Contract

The contract should lay out costs, clearly define accountability on both sides and contain an exit clause. Make sure your contract is ongoing, takes into consideration long-term plans and growth and is not dependent on specific people who may leave over time. Over time, your business and requirements may change, so build in flexibility and the ability to re-negotiate terms.

CONTRACT

This Agreement contain the entire agreement of the parties with respect
of this Agreement, All parties shall act to complete and fulfill the obligations
and supersede all prior negotiations, agreements and understandings with
contractor agrees to indemnify and hold harmless the contractor
reason of the liability or potential liability of the contractor
complete the work described within the time and budget
understandings with the contractor against



6) Evaluate Performance

Review the performance of your chosen IT solutions provider on a regular basis, providing satisfaction scores and clear instruction on how to improve services going forward. How are they handling ongoing, routine maintenance tasks? Has your uptime increased? Are you experiencing fewer issues? Improved system stability? If your organization has faced complex situations, such as a platform migration or a virus infestation, were they resolved to your satisfaction? Also evaluate whether your business is achieving the cost savings you anticipated and if you've had a chance to take a more strategic approach to your IT needs since you started outsourcing.

Working with a knowledgeable IT solutions provider not only offers significant cost savings, it also provides the peace of mind that comes with knowing your IT goals and requirements are met by capable professionals.

Ready to outsource your IT? Contact the experienced and knowledgeable team at [Advanced Network Products, Inc.](http://www.anp.net) at 215-572-0111 or 800-572-3282.



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