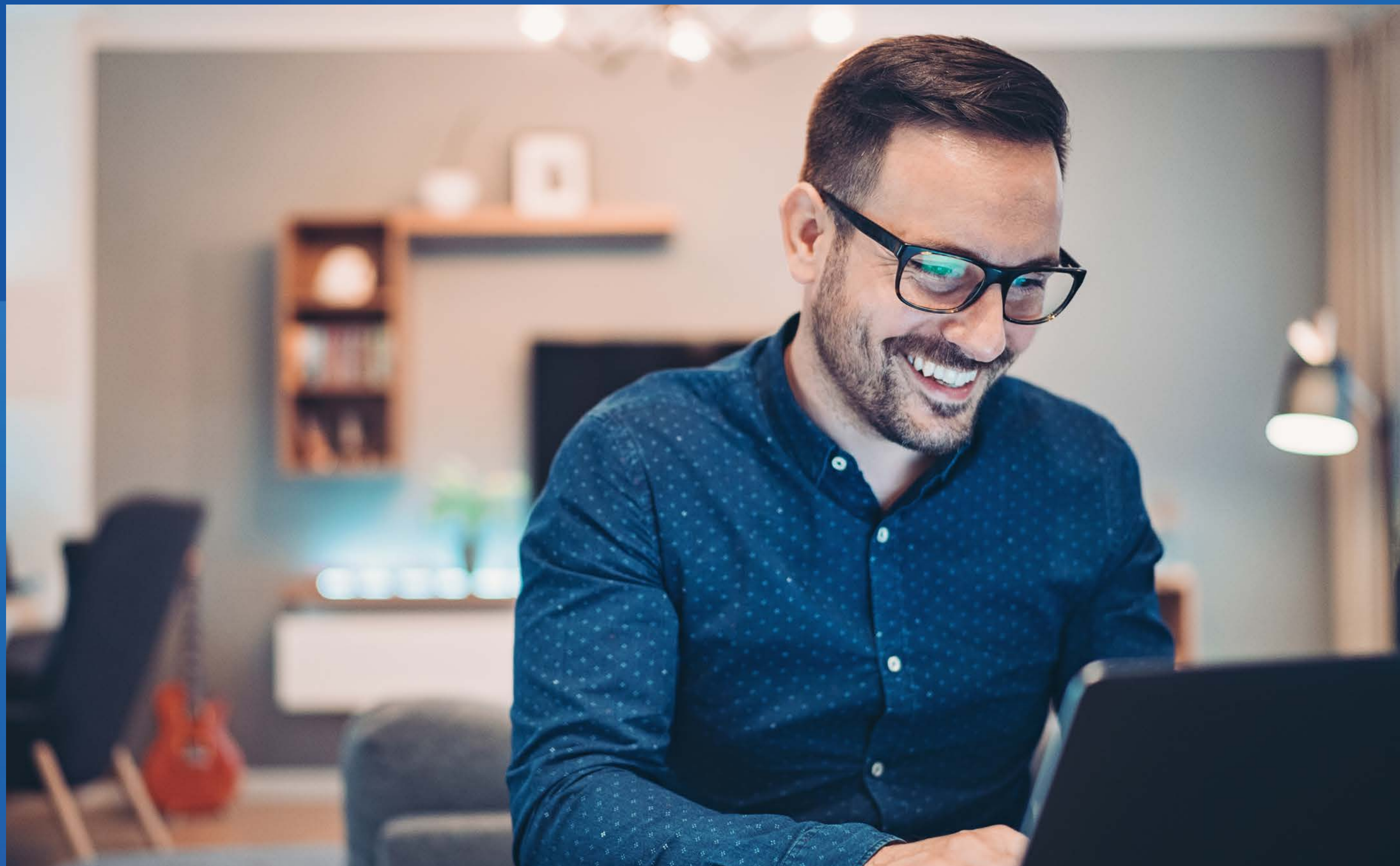


M I R U S

a Content+Cloud company



# From In-House to Outsourced





# The benefits of moving to a managed service provider

**The modern business is increasingly reliant on its technical solutions, requiring an overarching strategy and proactive support model to ensure their systems deliver business success.**

From protecting your customers' personal data to ensuring your systems stay fast and dependable, only the most diligent of IT infrastructures will suffice. Yet as the need for new technology arises and your old infrastructure starts to age, the demands – and costs – of your IT solutions can quickly feel unmanageable.

If your on-site IT specialist is struggling to keep up with the strain, it might not necessarily be a sign of decline; after all, your IT wouldn't be expanding if your company wasn't too. But it may indicate that your infrastructure needs more regular, dedicated care to stay compliant, consistent and competitive.

If you're spending more time managing your systems and less on your company strategy, or you're battling spiralling, unpredictable costs, then an IT provider could help you get the absolute best out of both.





# Before we start

It's important for you to understand the type of IT support and strategy that you currently have in place. That way, you can best understand your situation, its associated risks and the potential benefits that working with a proactive managed service provider (MSP) could offer.

## Situation 1

### No formal IT support / strategy in place

In the start-up phases, most businesses will have their IT systems set up by a consultant - possibly somebody familiar from a previous company. Configured to allow quick and immediate trading for the business, these systems are often rudimentary, with no long-term strategy in place. In the early stages of a business, this often leaves IT support in the hands of staff who may have admirable IT experience but rarely have the time to commit to a long-term technical strategy.

What are the benefits of having no formal IT support in place?

There are barely any benefits to having no formal IT strategy; any you identify are likely to be short-lived, if not deceptive.

What are the drawbacks of having no formal IT support in place?

This option of having no formal IT support is often deemed the 'cheapest', as there are no recurring IT support costs. Yet in the event of an incident or urgent technical need, the unexpected costs of downtime or ad-hoc solutions often prove expensive:



### Weakened security

Your systems are likely to be missing important security updates, opening them up to attacks and breaches by hackers while leaving few recovery options should your data be lost.

### No proactive support

Relying solely on your most tech-literate employees can only get you so far. Without dedicated technical training for remaining employees or regular upskilling for your more capable staff, their skills will very quickly become redundant.

### Stalled productivity

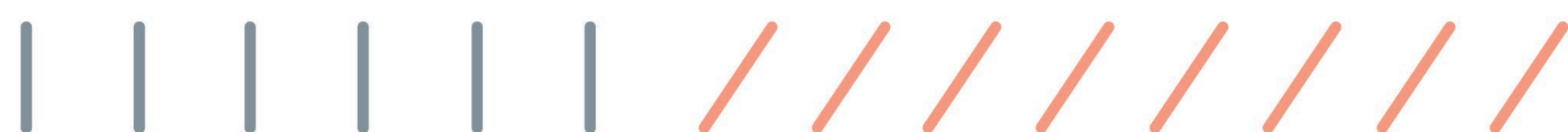
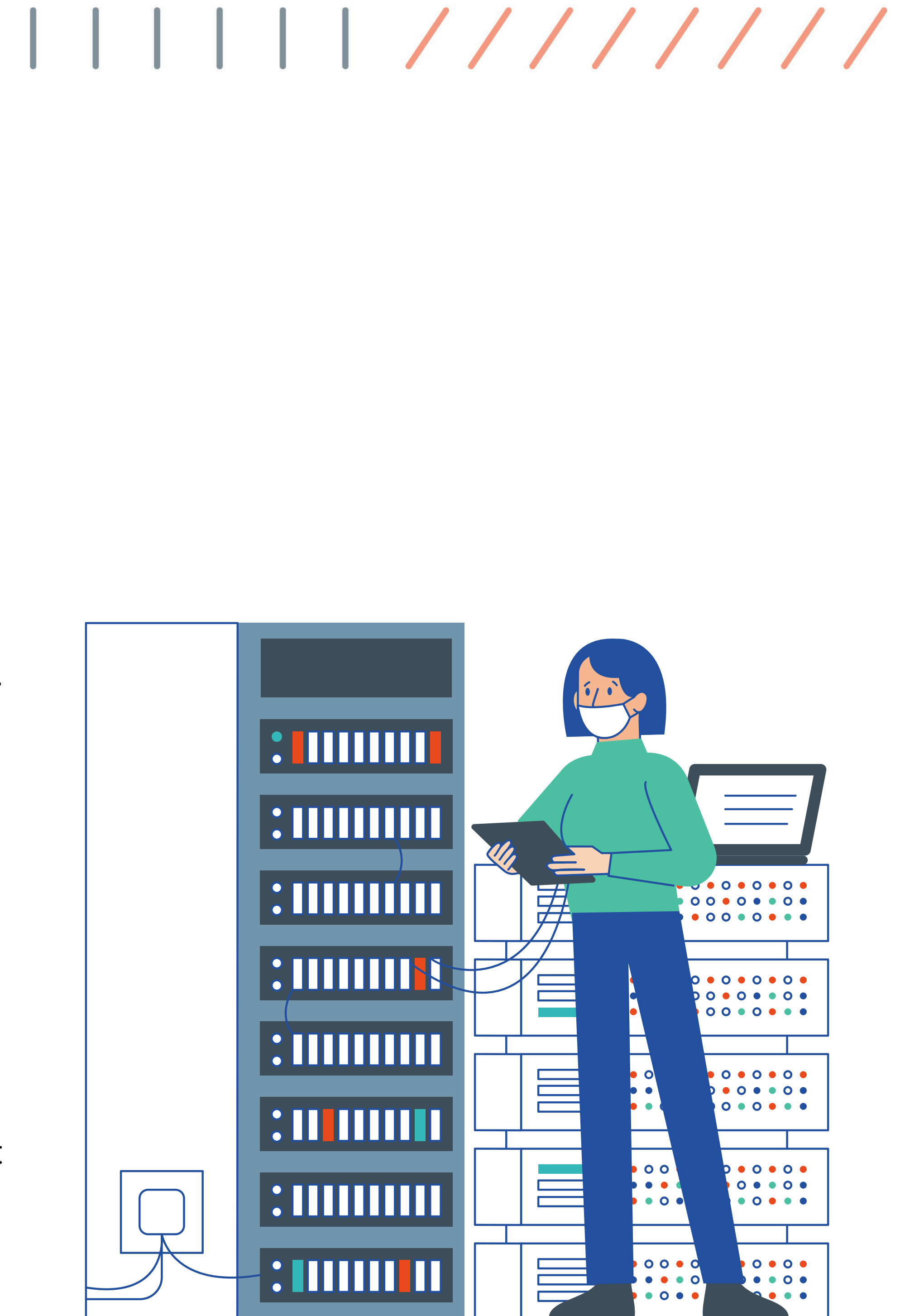
Without a dedicated IT expert on hand, your solutions are neither proactive nor reactive. You're far more likely to encounter technical issues and further likely to lose business activity in the time it takes to resolve them.

### A false economy

While you may be saving money on your IT solution, the cost of unoptimised systems, technical issues, software updates and hardware malfunctions will prove far more expensive further down the line.

### Unfamiliar systems

Having only minimal understanding of your systems makes it even more difficult to pinpoint errors or inhibitors – not just for you, but for anyone else forced to troubleshoot your technical issues.







## Situation 2

### Having an in-house IT team

Some businesses might rely on an in-house IT team to manage their systems, dealing with the day-to-day IT management as well as any issues as they arise.

#### What are the benefits of having an in-house team?

It can be hard giving up your in-house IT, not least when it's supported your business since the beginning. Reasons you might continue to manage yours include:

##### Convenience

Having an on-site technician or team gives presence to your IT services. Your team is visible, available and always on-site, so you know where assistance resides – and when you can expect results.

##### Familiarity

Your on-site team is familiar with your company infrastructure – they may even have developed it themselves. So, when the time comes to investigate an issue, their in-depth knowledge could give them a head start in their fact finding and problem solving.

##### Control

Managing your own infrastructure gives you total control of your systems, as well as full responsibility. For some business owners, the transparency can help keep the designation and ownership of work more manageable.



## What are the drawbacks of having an in-house team?

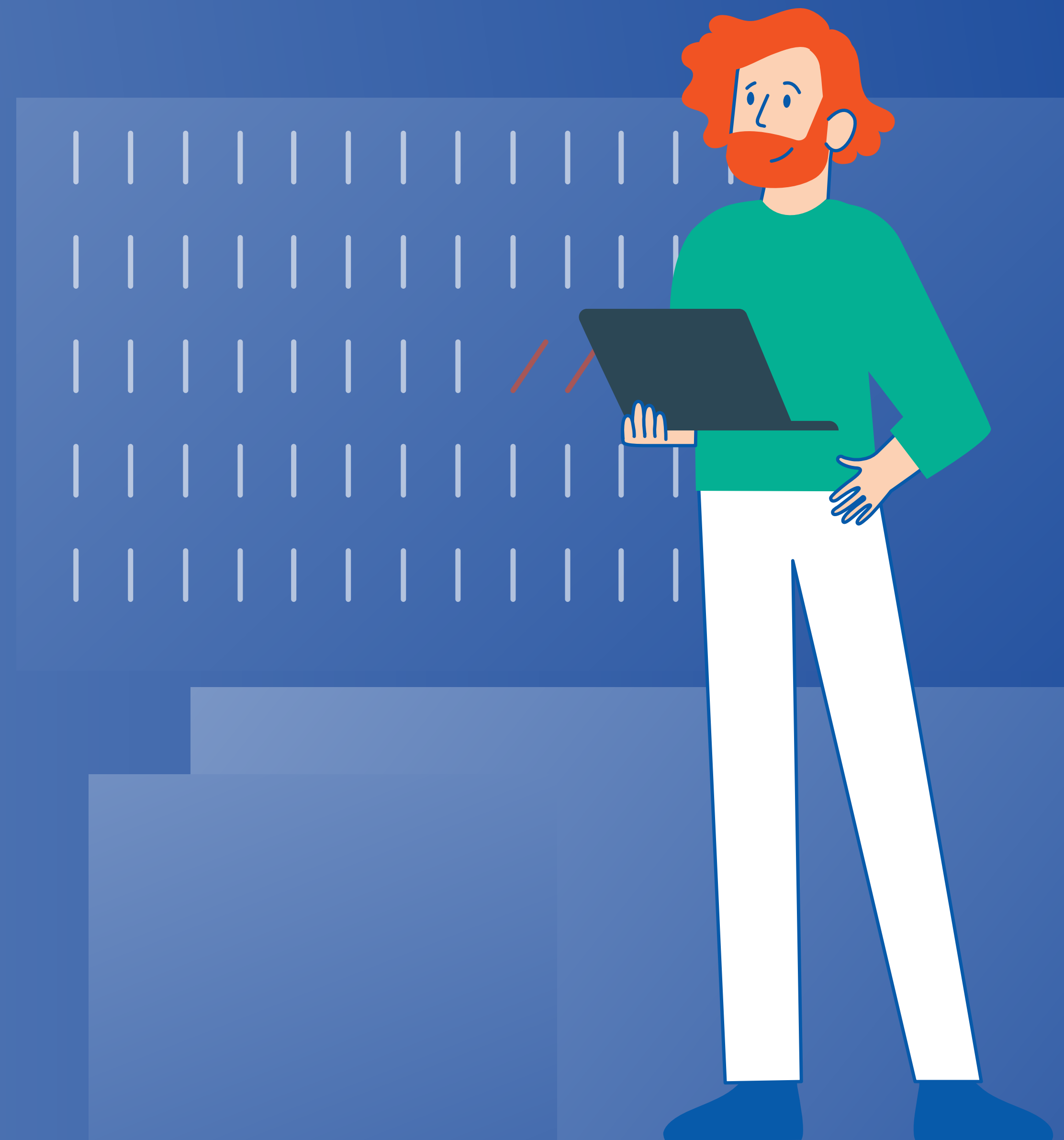
The importance of IT and data security on your company processes can't be overstated – which is why, as your business expands and evolves, you may find yourself outgrowing your IT solutions.

### High costs

When you have an IT team in house you are paying for their full salary, their national insurance, and having to cover any holiday or sickness when required. The average salary for an IT manager in the UK is £42,500.00 and therefore the monthly cost to your business would be £4,143.75 per month. In addition, if your technical troubles can't be resolved by your inhouse IT, the cost of external support for any repairs or replacements could seriously skew your budget. Without being able to plan for future costs or investments, your monthly IT budget can become unpredictable, if not unstable.

### Unreliable resolutions

If any of your IT problems can't be resolved in-house, you might be forced to rely on your product vendors instead. Not only might this incur unexpected costs, but there's no agreed level of service for the repairing or resolving of your issues.



### Need to upskill

However many people make up your internal IT team, they'll rarely share the same skillsets. To keep your internal IT consistent, you'll need to invest in standardised and proactive training, summarising new technologies, threats and capabilities.

### Skilled staff need retaining

Staff familiar with your unique IT setup are a rarity. If a skilled specialist were to leave your business, any replacements would need a comprehensive induction and regular upskilling to meet the needs of your systems.

### Availability

With only so many staff to manage your IT, any absences, holidays, sickness, training etc can be a serious drain on resources. It also means, in the event of any downtime, your choice of replacement people or solutions is limited to your in-house staff.

### Constrains resources

When your teams are devoted to fixes and upgrades, there's less time to concentrate on what really matters: creating an IT strategy that prepares your business for now and for the future.







## Situation 3

### Enlisting an MSP

As your business expands, you might decide to entrust some – or even all – of your company tech to a Managed Service Provider (MSP).

#### What are the benefits of having an MSP?

With an MSP, the burden of managing your company IT is entrusted to a team of dedicated experts, each focused on optimising your workstations, services and networks. This might mean your systems and processes undergo a major overhaul, if not a complete replacement. It may be a far cry from your previous setup, but it will be sporting several significant improvements.

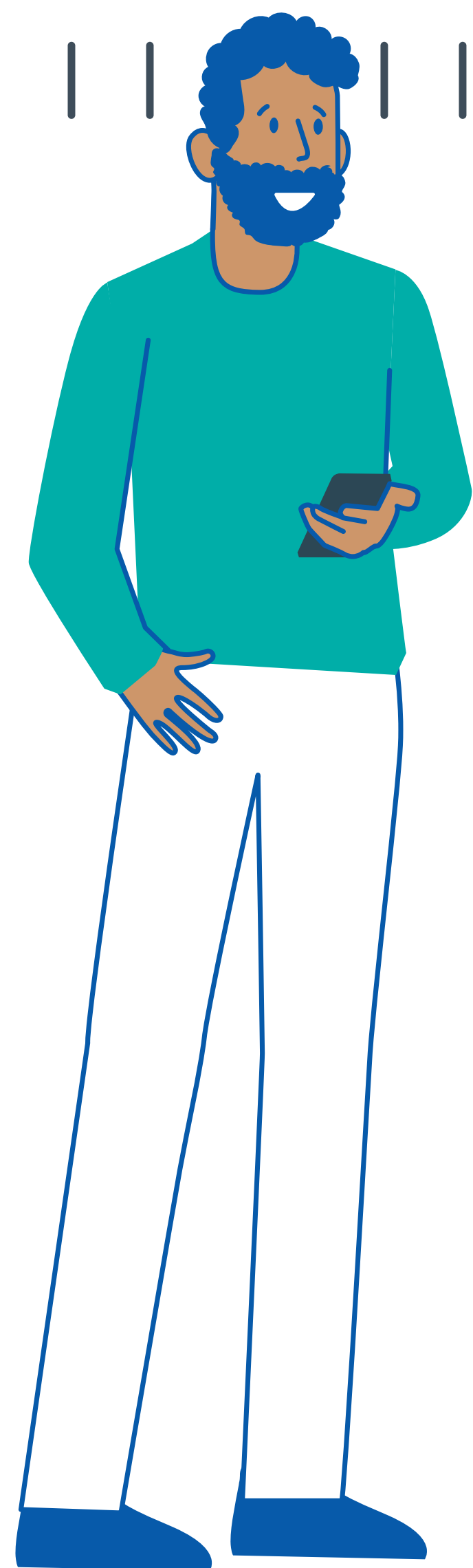
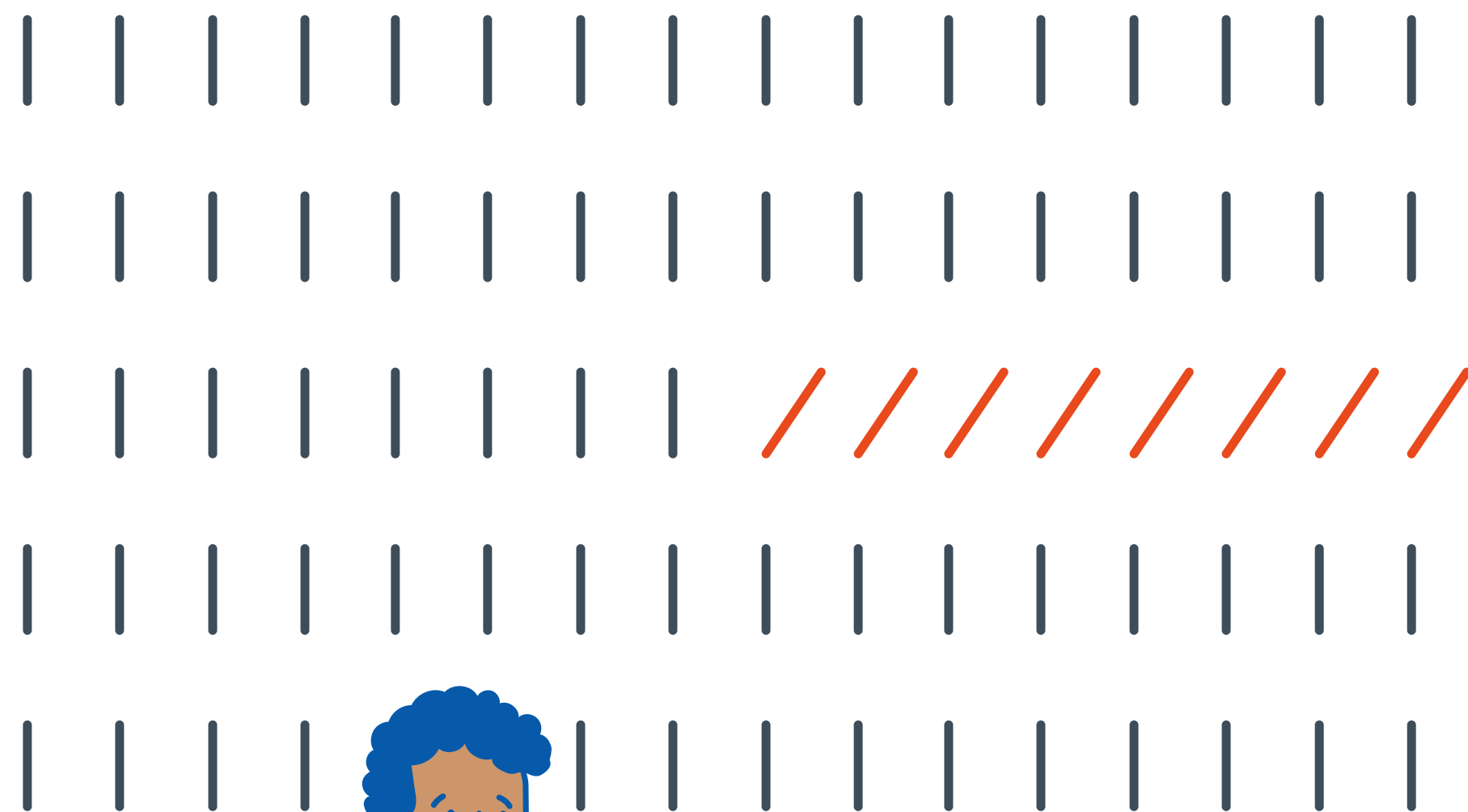
#### Tech on your terms

Your provider works to your standards and strategy, with their solutions tailored to your requirements. Via a dedicated account manager, your MSP delivers a personal, cooperative approach aligned to your company aspirations, while providing a point of contact for any feedback, concerns or updates. This way, you maintain full control of your company operations – and much less of the responsibility.

#### Proactive and reactive

An MSP dedicates itself to an agreed, measurable level of service, ensuring the service you receive is within acceptable timeframes, resolutions and standards. By maintaining strategic relationships with key vendors and suppliers, they're able to procure all major new technology and implement it seamlessly with your systems, while managing and auditing all renewals for your software, licenses and warranties.





### Cohesive coverage

Full coverage for your company IT means more than on-demand tech support; it also means proactive user monitoring, reporting and remote access support. That means providing demonstrable results for your solutions, discovering root causes for issues (or indeed successes) and auditing the latest product updates via a team of accredited experts.

### Managable costs

The more you ask of your MSP, the easier it is to manage your monthly overheads. A single, regular payment for all the provided technology means your outgoings are streamlined and makes your monthly payments predictable.

### In-house or on-call

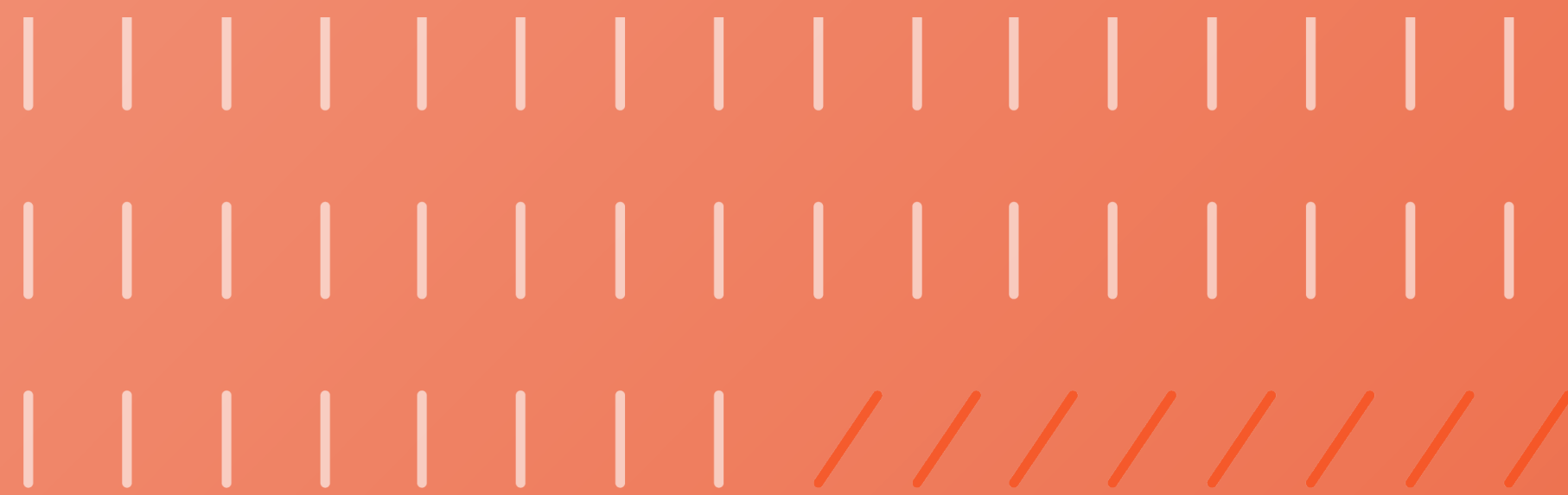
If you prefer an on-premises solution to your IT, some providers can arrange dedicated onsite support. Though working on behalf of your provider, your on-site engineer adopts your company values, rules – even your uniform if necessary. They're essentially your staff, but with your MSP's services.

### Secure, compliant and accredited

The General Data Protection Regulation (GDPR) compliance ensures that the UK and Europe have a world-leading approach to the responsible handling of personal data. If your MSP is a certified accreditation body, they'll be able to set your business up for government-standard compliance and test your protections for GDPR compliance.







### Proven proficiency

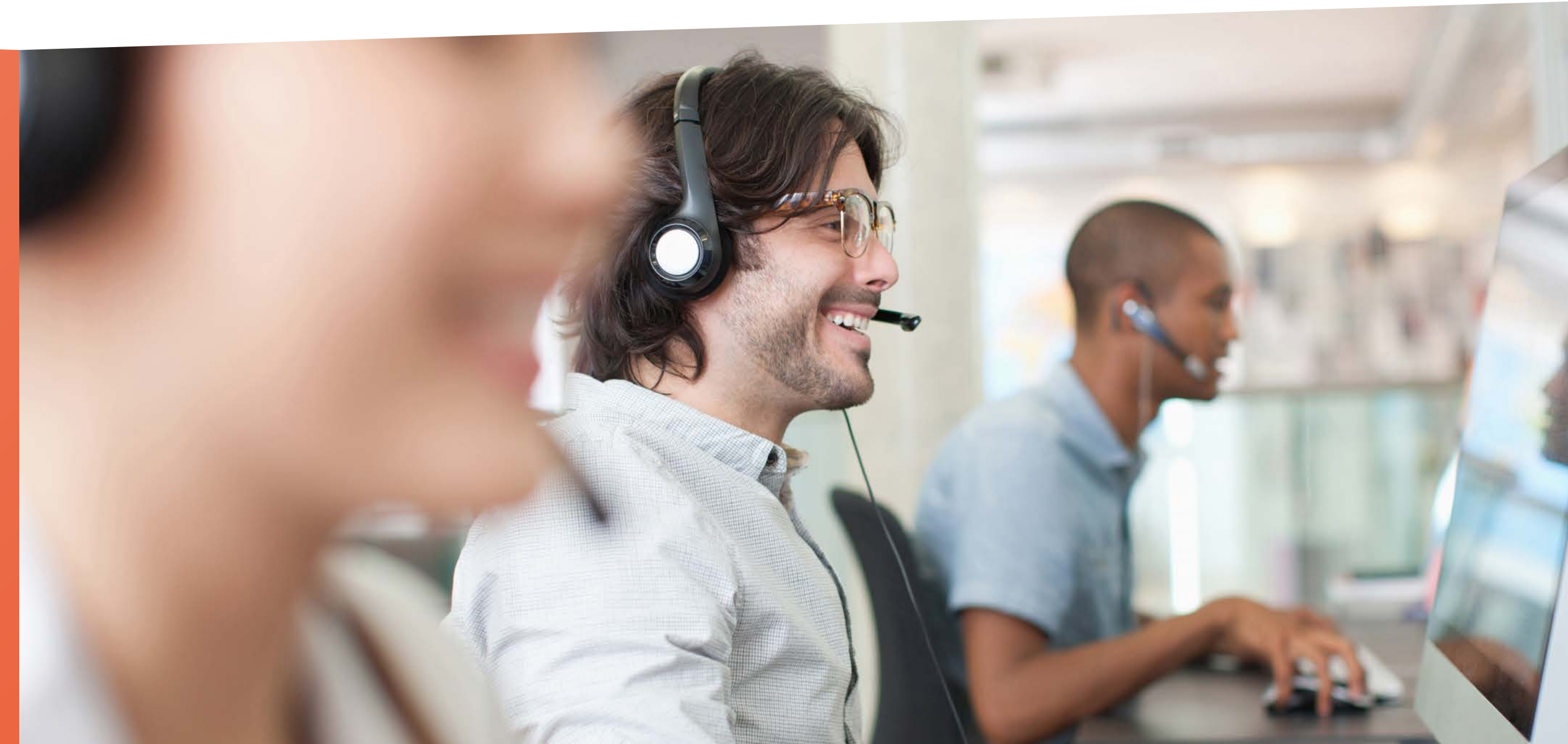
In a competitive industry, an MSP seeks only the most experienced technical minds to provide its solutions and strategies. As such, they'll demonstrate their expertise with awards and accreditations from both industry channels and their many technical partners. That way, you know your provider has the support of its customers as well as its industry stablemates.

### What are the drawbacks of an MSP?

Of course, no business owner wants to blindly entrust their company tech to just any provider. As such, there'll always be a little research required.

### Selecting the right MSP

The process of selecting an MSP is a tricky business. Almost all will provide an SLA and proactive monitoring of your systems, but not all of them will charge users the same way. Some may base their price on a company's infrastructure, others on the number of support tickets submitted. Some might not have monthly subscription costs, instead charging only for time. It's difficult comparing apples with oranges, so when you're still canvassing for the perfect provider, find one who can offer a succinct proposed solution and demonstrate exactly how they'll work with you to save resources and provide added value.



### Unexpected costs

As with the above, some MSPs will include the costs of smaller projects in their monthly service charge, while others will keep their monthly cost lower but will charge for items such as installing a new machine. It's important to carry out your due diligence on this to understand the total cost of working with your new MSP and to make sure you don't encounter any surprise costs.

### Compatibility

Whatever solutions your MSP provides, they'll include offerings from the most renowned developers and third-party providers – Microsoft, Apple, HP, Mimecast, Datto and so forth. Yet few can truly claim to offer them all. If you're insistent on certain brands or solutions, you may already be limiting what a prospective provider can offer you.

### Trust

More than anything, you need to be able to trust your MSP; after all, you're entrusting your technology to them. When choosing yours, you need to ensure there's a clear, communicative relationship, and that they can demonstrate trust and dependability.





## Situation 4

### Co-managed IT

Your team may be overstretched, or you might require a specialist service or skill set you don't currently have in-house, therefore you can choose to partially outsourced IT support.

While companies of all sizes can benefit from outsourcing their IT, small to mid-sized businesses (SMBs) might benefit the most since the time and money required to build an in-house IT department is probably better spent growing the business.

### What are the benefits of partially outsourcing IT support?

By partially integrating an external IT support provider you extend and enhance your internal resources and technical capabilities, which add stability and value to your IT operations.

It will help improve internal efficiencies and deliver an exceptional end-user experience to you and your customers.

### Out of hours cover

Your IT team may need to support your infrastructure and users outside standard business hours. External IT support can provide on-site cover when your team isn't available, helping you avoid the overhead of employing additional staff. They support your end-users at a time that suits them – perfect for shift workers, early starters and staff working late nights.

### Overflow services

Busy IT departments can experience huge swings in the volume of support requests. Onboarding an external IT support team can eliminate this problem. They'll work as an extension of your internal IT team to pick up the excess during periods of high demand, helping to reduce waiting and resolution times.





### Emergency support

Whether it's a business-critical emergency (such as server failure) that requires urgent remote support or a rapid on-site visit by an engineer, an external IT support team can help get you quickly back up and running again.

### On-site staffing and secondment

Finding quality and trustworthy technical staff is difficult, costly and time consuming. It's important to employ experienced and fully accredited. An external IT support team can quickly integrate with your team to cover absences such as holidays, sickness and training if you're very busy and need extra technical resources to tide you over. Often available for long or short-term secondments, you'll be able to scale your team quickly with minimal risk and commitment.

### Support for remote offices

You may have multiple offices but your IT team is based at a single location. An external IT support team can provide support and technical resources including any on-site visits to your satellite offices to help rectify issues that can't be dealt with remotely by your team.

### Front line support

External IT support teams work in partnership with your internal team and serve as the first-line of support for your end-users' day-to-day support needs and service requests. It's important to work to agreed SLAs with case management and remote resolution utilising leading edge IT service management systems, tools and advanced ticketing capabilities.





## What are the drawbacks of co-managed IT?

When you bring in an outsourced IT company, you have to give them access to your companies' security. That means someone else outside your business has access to your information.

### Potentially longer response time

The downside is that they are not on-site, meaning that if there's a hardware problem, the issue may not be resolved immediately.

### Lose some control

Since your outsourced IT partner won't be working on-site, it can be difficult to maintain the level of control you might desire. However, as long as you get to know and can trust who you've hired, this shouldn't be an issue.

### Lack of internal familiarity

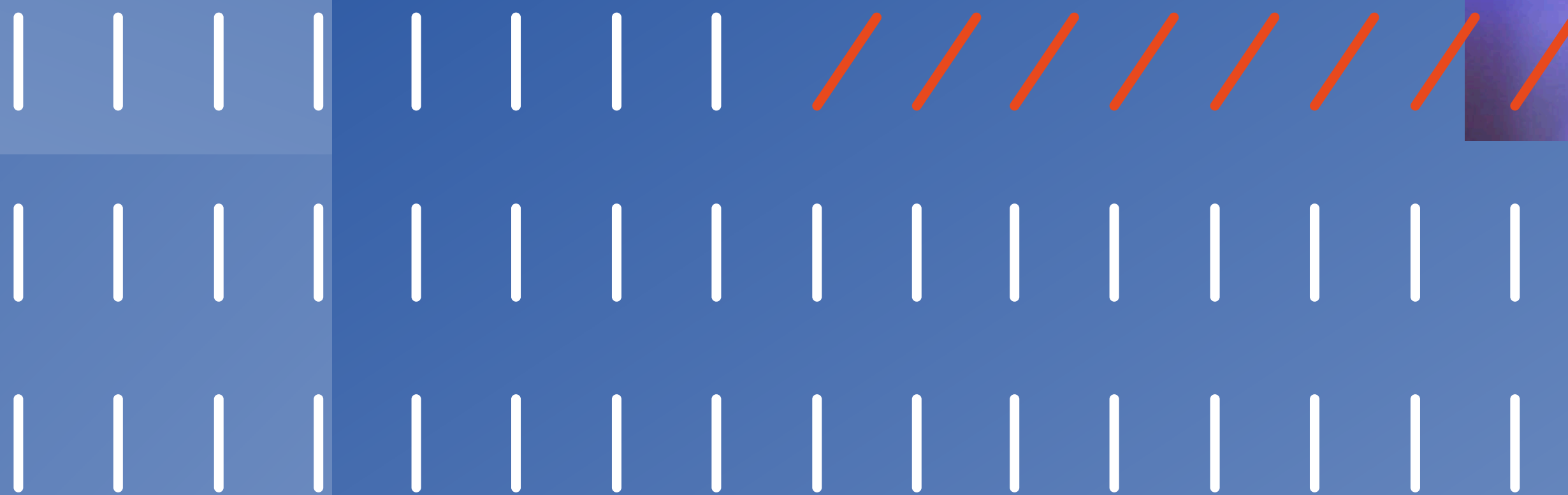
You may think that outsourced IT consultants lack the necessary familiarity with your IT infrastructure compared to an internal team. However, a good IT partner will become well versed in your business and its infrastructure prior to on-boarding to ensure a smooth transition.



# Could your business benefit from a managed IT solution?

We're part of a tech-dependant generation, where our every need and whim is now quite literally at our fingertips. Our technology evolves at such an astonishing rate that our every business need has flexible, powerful solutions in place to keep us connected and competitive.

If you've identified regular obstacles in your day-to-day operations, or simply want to improve turnaround for common business processes, your MSP could help lessen the load. Most importantly, remember that your provider doesn't simply solve technical problems; it uses technology to solve and strategise your wider business needs.





# Make your move to outsourced an MSP

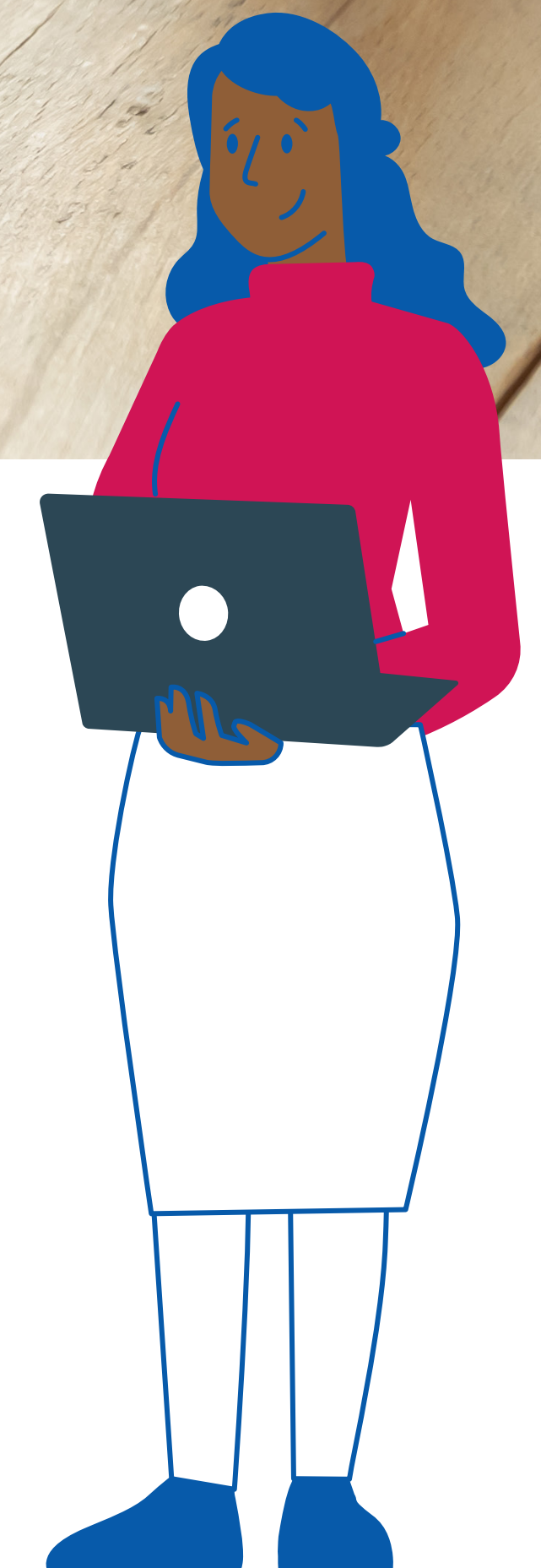
## Ask us how we can help

At Mirus we have won multiple industry awards, including SME MK and Buck's Business of the Year MK for 2019 and 2020, CRN's SMB Reseller of the Year 2019, and Datto's Innovator of the Year 2019, and are regularly awarded for our customer service.

We deliver a **full, free and comprehensive IT assessment / impartial review** of your systems without obligation, helping you identify your key performance inhibitors and assess any authentic needs for external IT support.

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