

KALARA®



**HOW TO CHOOSE A RELIABLE  
IT SERVICE PROVIDER FOR  
YOUR BUSINESS**

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# INTRODUCTION

In growth phases, businesses start to outgrow their current IT support providers, lose sight of new and emerging technologies, have weakness in cyber protection and lack direction in IT strategies to take them forward and support that growth.

Those organisations with internal IT teams may look towards continual improvement and training for their IT staff whilst expanding their internal team with further skilled resource. As IT landscapes continually change, technical staff seek to gain new skills and keep up with new and exciting technologies. When employers are unable to offer this exposure in their workplace, they risk losing key members of their team.

In today's environment with a shortage of skilled IT staff and an abundance of vacant positions in the marketplace, employers are also experiencing challenges retaining skilled IT staff and finding new recruits.

This leaves many organisations at a junction. Do they develop internal IT teams, replace existing IT providers with those more aligned for business growth, or decide to supplement an internal team with a co-managed outsourced IT provider?

Increasingly more businesses are looking to outsourced IT management, support and services to overcome these challenges and bring in strategic IT partnerships to take them forward.

Here we look at the benefits of outsourcing and what to look for in an IT partner to support that growth journey and mitigate associated risks.



# CHAPTER 1

## WHY OUTSOURCING BEATS INTERNAL HIRING

So, outsource your IT or keep it in-house? The question all growing businesses come up against eventually.

The common misconception that internal support can resolve issues faster than external providers has become less prevalent in recent years. We have all now experienced first-hand just how much configuring, administration, repair, and support can be delivered by remote engineers, courtesy of ever-evolving next-gen technology.

The arguments for in-person, internal support seem less relevant with every passing day.

But, for the record, let's take a look at the five main benefits that convince most businesses that an IT service provider is the solution for them and their business.



### MORE COMPREHENSIVE SUPPORT

With outsourcing, you can on-board a team ready-made with the qualification, skills and experience to meet the demands of your business. You are not just relying on one or two professionals, you benefit from the skillset of an entire tech support team. Their compliance of government regulations and industry standards will ensure better accuracy, with less risk and potential liability.



### BETTER RELIABILITY

The demand for quality IT staff can mean upheaval and heavy costs if your internal team is poached, taking their knowledge and experience with them. Outsourcing businesses are invulnerable to this increasingly relevant threat. The built-in backup is there waiting.



### LESS STRESS

Outsourcing your IT responsibilities lets you focus on running your business, safe from the distractions technological issues can bring. IT service providers have all the software and personnel at hand. Just plug and play. What could be simpler than that?



### ON-DEMAND

IT partners mean the experience of a team of engineers, on-demand. No HR, no holidays, no headaches. There when you need them; invisible when you don't.

And it doesn't have to be expensive. Whether you need round-the-clock support or an ad-hoc firefighter, you can get the service to fit your budget.



### CONSISTENT COSTING

With predictable monthly bills, you no longer need to worry about issues such as benefits, bonuses and employee tax. This value-based pricing means you can benefit from their economy of scale to get a complete range of services at a flat rate, instead of being charged for each and every service.

And for teams who already have in-house IT support, what better way to augment than with outsourced support? Fill in any skills gaps your team has, providing an effective foundation for organizational growth, while your team handles the high value tasks of your operations.

Even if you have a team of existing in-house IT resources, what better approach to maximize their potential than to merge their efforts with outsourced IT support?

A team within your organization can handle the tactical aspects, drawing their insights into day-to-day business operations and requirements, while outsourced IT consultants oversee the development of an effective strategic foundation for long-term growth.

## CHAPTER 2

# HOW TO GET RIGHT-SIZED, ALWAYS-ON IT SERVICES THAT SCALE WITH YOUR BUSINESS

Every business wants growth. Whether they are actually ready for that growth is often a different matter.

With so many factors at play, it can be difficult to predict exactly what is needed to support it. One thing is for certain: outsourcing your IT needs is the most effective way to stay within your budget whilst keeping up with the demands of the market.

IT outsourcing allows businesses to access the services they need at a fraction of the cost of hiring full-time IT staff. With this approach, you can seek IT support only when necessary, saving you money that can be reinvested in your company's future.

All the benefits of specialised IT support, without all the overheads.

Whether you need temporary or permanent assistance, we offer always-on service that can adapt to your company's growth or contraction. Whatever your future holds, you'll be ready for it.



## CHAPTER 3

# FOUR SERVICES A HIGH-QUALITY IT PARTNER WILL DELIVER TO YOUR BUSINESS

Searching for a reliable tech partner to help take your business to the next level? The first step towards building a successful partnership is finding a company that can meet your unique needs. Your tech partner should be able to ensure optimal IT performance and address any developing difficulties head-on.

Here are five vital services your partners should provide:



### REGULAR ASSESSMENTS

When it comes to IT service partners, simply fixing things when they break isn't enough. The modern-day business doesn't have the luxury of 'downtime.'

That's why it's important to have a technology partner that works closely with you to anticipate your organisation's IT needs and set up the right technology resources for your business. Constant assessments and modifications will catch issues before they become problems, ensuring your equipment is always operating at its best.



### ONGOING MONITORING

Your IT partner should be proactive in addressing any issues that may arise, whether it be through regular monitoring or customer alerts. This includes problems with operating systems, server hardware failures, infections, and the handling of antivirus and antimalware tools. By consistently monitoring, patching, and updating your software, an IT company can ensure that your technology remains up-to-date.





### QUARTERLY REVIEWS

The demands of a growing business don't often leave much room in your schedule for regular meetings with your IT partner. A quarterly business review can be a valuable opportunity to connect with your IT service provider and discuss both your accomplishments and challenges. Your IT provider should offer a transparent platform for you to bring up any bugs or issues with their technology. By offering quarterly evaluations, an IT partner demonstrates their commitment to helping you achieve your goals.



### REGULAR REPORTING TO DEMONSTRATE ROI

Technology partners should demonstrate their value by delivering a high return on investment (ROI) to their clients. One of the best ways for them is by providing regular reports to their clientele. Your IT partner should provide you with visual reports on quarterly billing, regular risk assessments, and areas for improvement that clearly demonstrate their performance. This ensures transparency and accountability, allowing clients to make informed decisions about their technology investments.

## CHAPTER 4

# HOW YOUR IT PARTNER CAN HELP YOU ACHIEVE BUSINESS GOALS

An IT partner needs to know technology, but they also need to take the time to get to know your company's goals (and needs) just as well.

Only then can they assist you in selecting and implementing the best solutions for you and create the solid IT platform your business needs to grow steadily.

By outsourcing your everyday IT support, your IT team can focus on more strategic initiatives, such as growing your business, without getting bogged down by day-to-day IT operations. This allows for greater efficiency and productivity, and ensures that your technology infrastructure is always aligned with your business objectives.



Here are the four metrics your technology partner should be prioritizing to help your business prosper:



### TECHNOLOGY ALIGNMENT TO BUSINESS GOALS

When your business strategy and IT environment are aligned, it smooths the way for the success and growth of your organisation. Your IT partner can help guarantee that you have the necessary IT infrastructure to achieve your goals by understanding your business objectives, timeline, and criteria for success.



### UPTIME YOU CAN COUNT ON

Downtime is an inevitable challenge for every business. A single power failure, equipment breakdown, or security breach can result in significant financial losses and decreased productivity. However, with fully managed, real-time monitoring and rapid response capabilities, a skilled IT service provider can proactively ensure constant uptime and increase network resilience.



### RAPID RESPONSE WHEN ISSUES ARISE

Failing to respond swiftly to issues can result in the loss of crucial information, productivity, and revenue, and possibly even violations of service level agreements (SLAs).

With the support of a technology partner, vulnerabilities can be quickly addressed and issues resolved. This means reduced impact and minimized damage. Problems big or small, a professional IT service provider will make every effort to resolve them in a timely and efficient manner.



### EFFICIENCY

When your IT partner has a clear understanding of your company goals, they can proactively prepare for the hardware and software solutions you'll need—determining what security measures to implement, and what access rights your staff will require. They can ensure that your IT infrastructure has enough capacity to handle increased traffic before it becomes an issue.

## CHAPTER 5

# WHY YOU SHOULDN'T CHOOSE A TECHNOLOGY SERVICE PROVIDER ON PRICE ALONE

Many IT solutions have all the right words, at the right price, missing only the experience and qualifications of handling those more sophisticated requirements.

Filtering solely by price can be a false economy and an expensive mistake.

If your provider does not have the expertise to back up their lofty sales spiel, they could be neglecting critical services. When problems arise, it will be your business that pays the price, not theirs.

Here are 3 common mistakes businesses make when choosing an IT service provider:



### 1- PARTNERING WITH COMPANIES WHO SPEAK IN TECHNICAL JARGON

Many IT providers confuse end users with technical jargon leaving staff confused and unsure. This is a red flag. An IT partner of worth will provide a service desk team capable of clear, concise communication and empathetic for the end user.



### 2- NOT CHECKING ON SCALABILITY

The level of assistance required from your IT service provider may vary depending on the demands of your organisation at any given time. If your IT partner doesn't have the skill set and the resources to meet your evolving business needs as you grow, you could really struggle.

It is important to inform your IT partner of your current company ambitions and growth plans so that services can be scaled as and when needed.





### 3- NOT CHECKING IF THEIR SPECIFIC NEEDS CAN BE MET

One-size-fits-all doesn't work for IT solutions any more than it does for Levi's. Specify your requirements, and ensure they have the expertise to tailor your solutions.

So, here's a checklist of what you need to look for when choosing the best IT service provider for you and your business:

- Do they have experience in your industry?
- Do they perform regular network assessments?
- Are they able to work with your current technology?
- Are their solutions scalable?
- Can they offer reliable, on-demand service?
- Are any of their solutions exclusive?
- Are they able to give you a predictable monthly bill?
- Will they provide you with real-time ROI reporting? (ie how much downtime they saved you)
- Can they provide the strategic insight ensuring that any solutions put forward cater for future requirements

## CONCLUSION

A high-quality IT service provider should empower you to meet your technology and business needs by leveraging the right mix of people, technology, and processes. They should provide you with expert assistance to stay up-to-date with the latest technological advancements.

If you are interested in a discussion on how we can integrate high end IT management, services and support into your business to support your growth and IT needs, either as a whole or in a Co-Managed arrangement with your existing internal IT team, then please contact us today