



Should You Outsource IT Support or Hire an Employee?

Almost any company can benefit from having someone who is knowledgeable and reliable to count on to manage their technology. But often, when a business reaches a certain size, there's a tough decision to be made: to go with an outsourced IT provider or hire a full-time IT support employee?

At first glance, the choice can seem easy. After all, you don't need a whole company, just someone to help you manage your hardware, software, and network on a day-to-day basis. So that should make the decision to hire a staff member – one who can get to know your technology personally – an easy decision... right?

Actually, we can show you that a good outsourced IT provider is almost always going to be more efficient and more cost effective than hiring. Here are eight reasons why:

An outsourced IT provider can provide more expertise. While one person can certainly become an expert in most of your hardware and software, no IT professional can be an expert in everything. That's why technology firms like ours have many team members; we each have our own separate skills and certifications, which comes in handy when diagnosing and correcting issues for our clients.

An outsourced IT support provider can offer better coverage. Again, this might seem counterintuitive; shouldn't your own team member right there in your office be more responsive than a third party would be? Maybe in some cases, but unless this person is going to work 24 hours a day, seven days a week, an outside IT provider is going to be more accessible when you need it most.

An outsourced IT team usually costs less than a full-time employee. Obviously, this is somewhat dependent on your plan, the size of your office, and your technology. Still, because you are paying a monthly invoice, rather than salary, benefits and other perks, having a third-party manage your technology is usually easier on your bottom line. A full time employee will need a dedicated workstation, phone and ongoing training.

An outsourced IT support team offers more flexibility in the future. What happens if you decide to get more technology in the future, or install new applications and systems? It's a lot more hassle to hire another full-time employee, or even a part-time one, than it is to simply adjust your agreement with a quality IT firm. Because we have capabilities that you might not know you're going to need yet, having an outsourced IT partner leaves your company more room to grow.

A good IT firm has a number of people, and lots of specialties. Just as there are times when you need a doctor, and times you need a specialist, sometimes what it takes to keep your hardware and software running the way they should be is an IT specialist with a specific skill. Since no one person can be an



expert on everything related to technology, it makes sense to rely on a larger professional team, instead one employee or a small in-house group.

Your outsourced IT support provider doesn't need vacations and sick days.

That's not to say that we don't take them, of course, but you have a team behind you and that ensures 24-hour coverage, 365 days a year. No single employee can match that.

You can grow, or end, your relationship with an outsourced computer support provider at any time.

If your company is getting bigger and you need to change your technology or agreement quickly, that's always going to be an option with an outsourced IT provider. Conversely, if things aren't working out, you can always switch third-party providers and go in a different direction. It's hard to beat that kind of flexibility, especially compared to the time, money, and legalities of hiring new staff members, or letting them go.

Turnover will be greatly reduced. IT folks with in-house IT jobs are notorious for getting some experience and training and moving on. An IT provider may have turnover, but to you it will be no problem as the service providers team takes care of your needs.

There are certainly times when it makes sense for growing business to bring on a new technology staff member, but more often than not, most would be better off hiring an outsourced IT team. With lower costs, more expertise, and flexibility in the future, why wouldn't you make the same choice?

Call EBS IT Solutions at 713-522-3480 to look into outsourcing your computer support, IT support needs in the Houston area!