

# Optimising IT Support: Inhouse vs Outsourced

In the era of hybrid working, all businesses are reliant on strong IT infrastructures to support their operations and facilitate productivity. But should you be using an inhouse or outsourced IT department to manage your technical needs? In this battle card, we outline the benefits and drawbacks of each.

78% of businesses all over the world feel positive about their outsourcing partners.  
IT support is the most frequently outsourced service or function.

## Outsourced IT support

When you outsource your IT support, you hire a specialist third-party company to monitor, manage and optimise all your business' IT and technology requirements.

## Inhouse IT support

If you have an internal IT department or specialist working within your business, then you are utilising inhouse IT support. This team is responsible for handling your technology needs.



### Cost-effectiveness

- You pay one fixed monthly fee for all your IT expenses, minimising costs overall.
- Never experience unexpected or additional costs when an issue occurs.
- 71% of UK businesses cite cost reductions as their main reason for outsourcing.
- Outsourcing can cut labor costs by up to 90%.

- Your company is responsible for paying your inhouse team's salaries, as well as associated costs such as equipment or training.
- Sourcing appropriate talent and building an entire IT team from scratch is time consuming - the biggest challenge for small businesses is hiring new employees (50%).



### Expertise

- Gain access to the knowledge and talents of IT experts.
- Specialisms available – in terms of industry, technologies or skill.
- Your outsourced IT team will be regularly trained and up to date on the latest technologies.
- 26% of small businesses outsource to get help from an expert.

- Team members with additional skillsets or competencies may have to be added as a project develops.
- Issues may arise that are beyond the expertise of your inhouse team.
- Regular training is an additional, and often hidden, cost for your business.



### Scalability

- Scale support up or down easily based on your current needs.
- Implementation of resources is effective, efficient and purposeful.

- Scaling up is possible but requires finding and maintaining additional resources.
- In periods of low demand, team members may have little to do.



### Familiarity

- Your outsourced IT team will have to take time to become familiar with your business, however with quality process documentation, your outsourced IT provider can carry out a successful transition.

- Your IT team will be fully integrated into your business and familiar with your processes, requirements and values.
- If you require an in-person presence or client-facing IT team, then inhouse may be more suitable.

## Outsourced IT support

## Inhouse IT support



### Flexibility

- Easy to maintain a flexible approach and collaborate on ideas.
- Outsourced providers can typically be more creative with IT solutions.
- 40% of businesses cite flexibility as their main reason for outsourcing.

- It is the responsibility of the company to provide the necessary resources for a solution.
- Potential budget limitations or other restricting factors.



### Availability

- Out of hours support available 24/7.
- Large pool of resources means that sick or holiday leave can be accounted for and covered.

- Employees will only be available during working hours, and will need to be covered when ill or on holiday.
- Emergency IT support will need to be accounted for.



### Communication

- Your outsourced IT provider will need to be contacted using third-party channels which could cause delays to communication.
- An outsourced IT provider may operate using different contactable hours to your business.

- Smooth communication flow as your IT team are integrated into your business and share the same channels.
- Your IT team share the same available working hours as your other employees, making communication simple.



### Efficiency

- Outsourced IT providers work to specific SLAs, ensuring efficient response times and remediation.
- 24% of small businesses outsource to increase the efficiency of their business.

- Inhouse IT teams are fully focused on your projects and responsive to your specific needs.
- Inhouse IT teams may be delayed by lack of resources or specific expertise.



### Security

- When you outsource your IT, you will be sharing sensitive data with a third party.
- Data protection agreements can be laid out in SLAs to ensure security.

- Sensitive data remains within the company and isn't shared with third parties.

## Blue Saffron: an IT provider you can trust

Blue Saffron's managed IT services help businesses extract the full potential of their IT. We have the team, platform and experience to optimise your working practices, streamline your operations and support your growth journey.

To explore the benefits of outsourced IT support with Blue Saffron, get in touch with one of our representatives today.

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