


A value generator or a bottomless pit? How to choose the right IT partner for your business

**Including 5 questions to get more value from
your IT partner and hit your business goals**

A practical guide by:

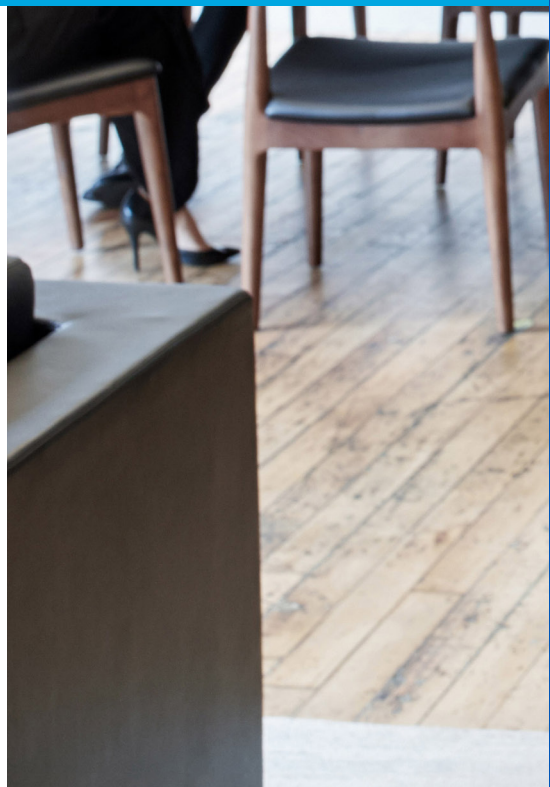


Office Solutions IT



“OSIT have worked to significantly improve the performance of our IT systems, and at the same time have enabled us to reduce the amount of time we spend on IT.”

Felicite Black, Womens Health and Family Services



“Outsourcing certain tasks (like IT) can help boost growth. It gives greater flexibility, frees up capital for growth, lets you focus on what you do best and gives you instant access to experts. It’s a sure-fire way to access a talented bunch of people at a fraction of the price to hire them in-house.”

Inc. Magazine:

“4 Ways Outsourcing Can Really Help Your Small Business Grow”

‘Making-do’ is not a strategic decision

There’s no denying there’s a lot going on for businesses. Managing day-to-day operations, staff and the finances is more than enough to fill most days. Throw technology into the mix, and decision-making around IT often ends up being a problem for another day.

With technology changing so rapidly, and the range of options and strategies growing by the day, many small businesses simply don’t have the time or the expertise to generate a proactive IT strategy, and IT decisions end up being made on-the-fly.

When a cyber incident or system failure strikes, important and critical strategies are too often put in place after-the-fact, when businesses are scrambling to get back up and running. This can mean stop-gap solutions are applied, without the critical due diligence to ensure the strategy suits the business.

IT is more than a tool to deliver business. In fact, the right IT is a powerful element in achieving business goals.

This eBook will explore how outsourcing can provide a simple, practical and beneficial solution for businesses, and some crucial questions to ask your vendor to make sure you’re getting the outcomes you need to drive your business into the future.



Risks of inaction are real

Despite the technology being available, almost 80% of businesses have not taken advantage of digital tools to drive business.¹ Not only are businesses unsure of how to choose the right solution, many are also unsure of how to decide when the time is right. Do we digitise now, or wait for the next big thing?

The longer this goes on, the more exposed businesses become. There is an ever-increasing focus on cybersecurity and compliance² to maintain network and data integrity, i.e. the blood, sweat and tears that go into running a business. Old infrastructure and traditional security measures don't match the sophistication of modern cyber attacks, offering an 'easy-in' for cyber criminals to access your business and customer information.

Sticking with your system as it ages and reaches capacity is likely to hold your business back. The pressure of processing higher volumes of information will become increasingly difficult, leading to inefficiencies and the risk of more downtime.

The costs of a 'reactive' IT approach are real and can have a massive impact on a business cash flow. Research shows that just one hour of downtime can cost a company \$100K in revenue³, and the average cost of a cyberattack for a business is \$54,650.⁴

These costs are avoidable, and the right IT Partner is the answer. But yet another big question stands in the way – do we hire talent, or outsource to experts? What's better value? How can I tell?

In-house or outsource?

The lack of in-house talent will become one of the core reasons businesses turn to outsourcing. Globally, over 70% of technology employers expect to face a talent shortage over the next 12 months.⁵

This comparison table shows some of the considerations businesses need to make when deciding whether to bring IT in-house, or look to outsource.

Are you better off? Bottom-line considerations of in-house vs outsourcing

What	In-house	Outsourcing
People	Multiple people required to provide an acceptable level of service e.g. manager, support engineer, systems engineer	Not your problem. A good IT partner will provide all the required resources
Management	Need to create systems and processes to manage work and performance	Not your problem. All included as part of the package
Continuous Improvement	Limited exposure to new tech; things tend not to change	Not your problem. Variety of work brings exposure to new tech and processes which can be leveraged.
Training and professional development	Responsible for IT team training and upskilling the IT team	Not your problem. Good IT Partners are always learning. Staying across new tech is fundamental to the service
Salary	\$60k for a junior; \$85k for more experience	Not your problem. A team of experts for a fixed price
Leave	Personal, annual, carer's, long service etc	Not your problem. Always available.
Availability	Need multiple people to ensure 24/7 support with acceptable response/resolution time	Not your problem. Service Level Agreements are in the contract, including response times
Tools	In-house outlay for desks, equipment, software, systems, processes	Not your problem. Part of the package
What does ~\$100k get you?	One person at \$85k salary + super + payroll tax. Doesn't include systems, processes, tools, professional development, and leave	Everything you need to support a 70 seat company, 24/7.
Tax benefit	None	Tax deductible business expense



“Gone are the days when larger corporations held the monopoly on looking professional. Clever cloud technology has levelled the playing field and allows even the smallest firms to rival their larger competitors.”

Inc. Magazine:

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Five benefits to expect from the right IT Partner, and how to check if your vendor is right for you

#1 Not all superheroes wear capes

Some businesses only think about IT when it all goes wrong. Be it a cyber incident or a system failure, when your IT hits the fan, everything goes pear-shaped. This is the time you need a reliable, efficient, always-on IT Partner who you know will pick up your call, whatever time of day or night, and be ready with the resources and capability to save the day.

Ask yourself: Can you rely on your IT partner to get you up and running any time any day?

#2 Power to your people

The modern workplace, like that provided by Microsoft 365, provides easier collaboration through products such as Teams, SharePoint, and greater utilisation of the Office suite.

Designed to give businesses flexibility, the modern workplace allows employees to have a seamless experience whether in the office, the showroom, the warehouse or from home. Greater collaboration creates better engagement, resulting in happier staff and better teams.

Improvements in culture have positive impacts on staff satisfaction and retention, so your investment in your people – and IT – will have longer-lasting benefits.

Ask yourself: How do you want to work, now and into the future? Is your IT partner helping you get there, or are they holding you back?



#3 No surprise cost blow-outs

With the right IT partner, businesses can choose from managed support, special projects, cloud and cyber security, right up to services to help you make data-driven decisions that accelerate your business goals at a fixed understood cost. There is the flexibility to choose the right level of support for your business. You can scale up as your business grows or you can scale down when needed.

Like any business decision, you need to make sure you know what you're getting. Clear pricing models help manage everyone's expectations, so make sure you're aware of inclusions and exclusions.

Ask your IT provider: What's not included in your current agreement? Typical things to watch out for are disaster recovery, installing new equipment and 3rd party application support.

Good vs Bad Outsourcing

What	Bad outsource	Good outsource
Systems and Processes	Not clearly defined, or none at all. Inconsistent, reactive service	Aligned to a IT service management framework driving consistent service, quick resolutions with focus on solving the root cause
Tools	Sub-par, non-industry standard. Often hacky free tools with no support or ongoing investment	State of the art, always-in-development professional tools from vendors like Microsoft, ConnectWise
Security	Reactive, usually put in place after-the-fact, without due diligence on risks	Proactive security health checks which provide an overview of all your IT risks, so you can make informed decisions
Business optimisation architecture	Typically non-existent – just make-do with your current technology without suggesting or seeking better alternatives because “that’s what you’ve always used”	Get advice across a stack of extensively researched and tested technology designed to optimise IT so your businesses can stay ahead of issues, keep support costs down and improve reliability

Good vs Bad Outsourcing (continuation)

What	Bad outsource	Good outsource
Measuring and reporting	Usually only covers response and resolution	Extensive. Tracks and improves on KPIs. Constant feedback as things arise in order to keep improving. Additional measures such as effort, first call resolution percentage and net promoter score in order to improve speed and quality of service delivered to the client
Innovation	Rarely considered	Focal point of all action, with a specific team tasked with trial and implementation
Strategy	Limited. Typically make obvious suggestions like “your server is old and needs replacing.”	vCIO tools to proactively engage with your business to address your requirements now and in the future

Breaking it right down

	Bad outsource	Good outsource
Dollars	\$135	\$165
Response	1 hour +*	12 minutes
Resolution	1 hour +*	40 minutes
Downtime	2 hours	52 minutes
End result?	\$30 cheaper by the hour, but longer downtimes.	Slightly more expensive but up and running 56% faster.

*We're nice people. We don't want to bad-mouth our competitors. But the truth is, not many companies can reach these kinds of numbers, so we're being a bit generous.

#4 Space to focus on the business

Crucially, good IT outsourcing with the right partner allows businesses to focus on their own strategy, knowing a team of experts have their back to support growth and explore new opportunities.

This doesn't just mean fixing issues. Your IT Partner shouldn't just be about the day-to-day. A good partner will work alongside you to ensure your IT is supporting your business to respond to opportunities, deliver better ways of working for your team and, crucially, create the time to allow you to focus on what's important for your business.

Ask yourself: What is your vendor creating for you – more time to work on the business, or another thing on your to-do list?

“The time savings alone are substantial with OSIT taking care of our IT. We don't waste time and effort planning and managing IT, so we have more time and energy for the business.”

Peter Matthews, Wren Oil

#5 Expertise on demand

The simple fact is that a trusted, reliable IT Partner can relieve the burden of making IT decisions under pressure or in a crisis. They should offer structures, processes and strategies to prepare you for crisis situations, as well as provide help on hand, when you and your team need it. This is what helps provide a competitive edge, and all the support your business needs to grow and develop in the ways you want it to.

Ask yourself: Do you have an incident response plan? Is your vendor available 24/7 to execute it? Can you rely on them? What is their response and resolution?

Strengths of working with Office Solutions IT

Experience and expertise

Office Solutions IT is a highly experienced multiple Microsoft Gold Partner with a passionate, approachable team. We use a proven framework and packages specifically designed to support and deliver exceptional outcomes for your business so you can get on with what you do best.

We have over 25 years dedicated to improving efficiencies for businesses, growing and evolving alongside technology. Our in-depth understanding of the issues businesses face in the day-to-day and strategically, combined with our extensive IT smarts, means we can offer solutions that hit the mark every time.

Pricing Promise

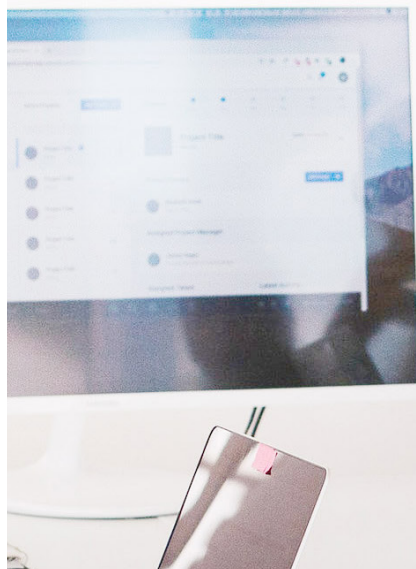
Some surprises are great: hotel room upgrades; guessing the exact number of jellybeans in a jar; winning the Lotto. Other surprises – not so great: and sneaky IT charges are among them.

Office Solutions IT's competitive and clear pricing model guarantees your IT support won't cost extra. Our offerings have been created specifically for the needs of businesses, and offer full transparency of inclusions so you know exactly what you're getting.

We offer tiers of service, to modernise your workplace with Microsoft 365. From special projects and vCIO services, through to infrastructure elements such as Cloud and security, you can select the right level of support for your business to meet your budget.



Strengths of working with Office Solutions IT



IT as a strategy, not an afterthought

Office Solutions IT can help transform your IT from merely a tool to help get things done, to an integral piece of your business strategy. Working with us, you can expect a modern workplace to help achieve KPIs, improve operations and efficiencies, boost productivity and free up capacity to see growth in your bottom line.

Ridiculously nice people

We're quite chuffed to have a reputation for being really easy to work with, and have a raft of 5-star Google reviews to back us up.

Our customers say we're super reliable (and friendly) with 24/7 availability. We're always around and ready to help. Some have said really nice things on our website, and Cloud Tango ranked us #7 MSP in Australia 2019. Go us!

But what this means for you is that you can expect a great experience with us, as people, on the phone, in person. We know not everyone loves IT like we do, but we can ensure everyone loves dealing with us, by providing out-of-this-world customer service.

Strengths of working with Office Solutions IT

Values that add value for clients



WE LOVE GROWTH

We get a kick out of it. Yours and ours. They're two sides of the same coin.



WE CARE

We're a considerate, reliable, attentive and supportive bunch by nature.



WE'RE SMART

There's always something new to learn and a more innovative way to apply it.



WE'RE HONEST

Again, it's in our DNA to be open, transparent, responsible and accountable.



WE HAVE FUN

Unless you enjoy what you do – and your clients do, too – what's the point?



“Changing over to Office Solutions IT was the best decision we made.”

Cheree Matthews

Walter Road East General Practitioners

Want to see how our team of experts can transform your business IT?

We can show you how to get more out of your IT, without paying for stuff you don't need. Book a meeting to access a talented bunch of ridiculously nice people without having to hire them in-house.

meet.osit.com



¹ FM Magazine Independent Study, Joining the Dots: Decision-Making for a New Era

² Devabit: The Future of IT Outsourcing; 6 Trends for 2019

³ Forbes Magazine: Top 5 Digital Transformation Trends

⁴ Information Week / Dark Reading: "Small Businesses Turn to Managed Service Providers for Security"

⁵ Gartner 2020 Forecast