

BUSINESS IT SUPPORT

IN-HOUSE VS OUTSOURCED



IN-HOUSE

PROS

- Quick support
- Physically see the equipment/issues
- One IT infrastructure = inside-out knowledge
- Hired to fit company culture
- Training tailored to company IT needs

CONS

- Higher cost
- Annual leave coverage
- IT support only covers 9-5
- Need to quickly replace IT employees
- One person can't know everything
- High level of trust
- Resistance to change

OUTSOURCED IT

PROS

- Cost savings
- Fixed monthly cost
- Flexibility to scale-up
- Short notice period
- Problems fixed efficiently
- Fountain of knowledge
- 24/7 coverage
- Less chance of outages

CONS

- Being tied into a long contract
- Mainly remote resolves
- Can't explain issues face to face
- Trust issues
- Additional cost for project work