

Five Steps to Finding the Right IT Support Partner

.....▶ So You can Focus on What You Do Best

It's Not Just Support. It's Your Business!

Your business systems are the cornerstone of your organization and need to perform at the highest level every day.

You need assurance that these solutions are reliable, secure and economical. However, most companies don't have the resources to adequately support their systems, and doing everything in house can be a very cumbersome and costly way of managing IT issues.

That makes working with the right support provider all the more important. But finding the right partner can be tricky.

There are plenty of vendors to choose from and you have to make sure you find a partner that fits your business and has your best interests in mind.

This eBook provides some important steps and questions to consider when evaluating IT support vendors. Spending time up front and keeping these steps in mind while conducting your search can save you time and money down the road.

Make sure you find a partner that fits your business and has your best interest in mind.



When to Outsource Support?

There are four main scenarios when you should consider outsourcing your IT support.

1 Costs are Too High

- You need to lower your operating expenses
- Budgeting your IT department is a big headache

2 Shortage of Qualified Staff

- Your company is expanding fast and you can't manage to increase your IT resources at that speed
- Finding qualified people is a challenge

3 Systems Not Effectively Utilized

- You are not using all the features and functionality available
- Your teams are using complicated work-arounds

4 Inability to Keep Up with Technology

- Developing and testing the latest release is draining your IT resources
- Keeping up with technology changes is a challenge because your IT staff is spending too much time fixing problems

What's In It For Me?

Increased Productivity

- Optimize System Performance
- Free Up Your IT Resources
- Focus on Your Core Business

Controlled Costs

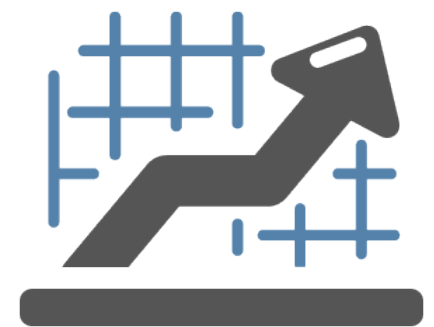
- Better Able to Predict Expenses
- Effectively Manage Cash Flow
- Eliminate Large Upfront Investments
- Reduced Risk

Reduced Risk

- Upgrade Quickly and Seamlessly
- Protect Your Data with Disaster Recovery

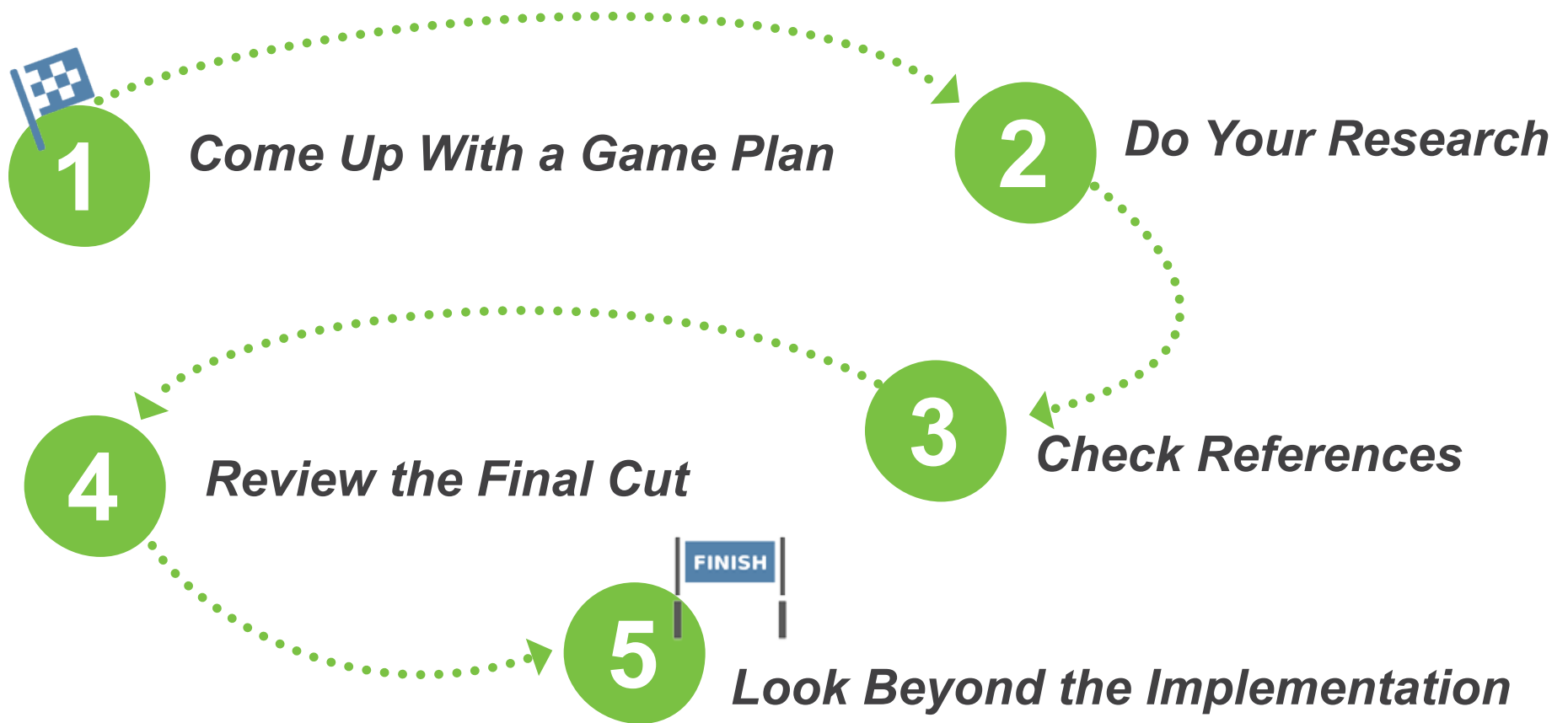


Maximized IT
Investment
and Margins



Where Do I Start?

Follow these steps to ensure you find the right support partner!



1 Come Up With a Game Plan

Think about your strategy before you jump into your search! The questions below can help you define your needs and expectations.

WHY?

- Why do you want to outsource your IT support?
- What are your priorities?
- What are you trying to accomplish?

WHAT?

- What would you expect from your vendor?
- What factors would have an impact on your satisfaction level?

WHEN?

- How soon are you looking to implement a new support structure?



2 Do Your Research

Perform some research on potential vendors. You should be looking for a company that is experienced, fits into your budget, and is available 24x7. Be sure to ask questions – Don't assume!

- Do they offer customizable support plans with a 24x7x365 help desk?
- Is support administered globally in multiple languages?
- Does the vendor offer a web-based case management tool?
- Do their support services offer plans for product upgrades?
- Who are the vendor's strategic partners and where are they located?
- Do they have experience dealing with organizations of your size and industry?
- Does the vendor conform to a globally accepted quality assurance approach for service management (i.e. ITIL)?



3 Check References

Ask around for some insight and advice!

- Ask your prospective vendor for references.
- You'll want to talk directly to clients who have used their services. They'll be in the best position to tell you about the vendor's products and services and how satisfied they are.
- They can also give you some valuable insight and advice on how to maximize the relationship with your vendor.



4 Review the Final Cut

Once you have narrowed down your search, be sure you compare vendors 'apples-to-apples'.

- Review your initial game plan and remember which requirements were most important. Do the vendors on your short list fulfill those requirements?
- Now is the time to ask final questions.
- Be sure to document your evaluations and review them with your teams before making your final decision.
- Most important, don't forget step #5!



5 Look Beyond the Implementation

When deciding which IT support vendor to choose, make sure to keep in mind your future needs.

- Do you expect your business to grow over the next few years?
- Are you looking to expand into new markets?
- Will you hire more people?

The right partner will make sure your technology environment is set up so you can change capacity when needed.

If you answered 'yes' to any of these questions, you will want to partner with an IT support vendor who has the experience and resource to help you adapt as your requirements evolve. You don't want to get stuck with a solution that you outgrow quickly.



Why Tectura?

As your organization evolves so do your requirements. You can rely on us to provide the services you need no matter where you are at. We offer a full spectrum of global business consulting services including:

- Global Support
- Change Management
- Performance Management & Tuning
- Version Management
- Release & Deployment Management
- Cloud Services

Our People

Our teams support over 120,000 end-users in 37 countries and 19 languages.

Our Services

Customizable support plans
24/7 help desk access
Multi-lingual support
Local, dedicated support managers
Comprehensive training programs
Third-party vendor management

Our Promise

Customer satisfaction is our top priority. We pride ourselves on the reputation achieved for delivering quality support service that is responsive and personable at an affordable level.

Contact Tectura Today

Find Out MORE



Contact us today and find out how Tectura is the right IT Support Partner for you!!!

Call 866.278.6662 or email us at info@tectura.com for a complimentary consultation with one of our dedicated consultants

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