6 BENEFITS OF NEXT-GEN IT RESOURCING

How to gain the maximum value from your IT services partner when using external resources to enhance your team

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1 GAIN ACCESS TO BROAD RANGE OF IN-DEPTH, SPECIALIST SKILLS

Your return on investment is so much greater when you work with the right IT services partner. Instead of the finite knowledge of one or a handful of people, you benefit from the collective experience of a team of IT professionals. Look out for an IT services partner who matches individuals with the appropriate industry experience, training and certifications, to your requirements, and that have a large, quality pool of people to call on.

2 ACCESS TRULY INDEPENDENT EXPERTISE YOU CAN DEPEND ON

As we discussed in "**7 Pitfalls**", to really benefit from this approach, you must find a truly independent partner who will be able to provide you with unbiased expertise. So many providers promote preferred portfolios, or are burdened by product targets and vendor pressures. Ensure your IT partner is 100% independent to guarantee objectivity in their advice.

3 PRE-EMPT CHALLENGES & REDUCE RISK

Even the most mature technology teams struggle to master all of the technologies they are expected to be fluent in navigating. Keeping up with vast areas of technology required to run business as usual and IT projects is expensive and time consuming. The right IT services partner will keep up with industry best practices and this kind of knowledge and experience dramatically reduces your risk of implementing a costly wrong decision. An experienced IT services partner will also be able use their knowledge to help you mitigate risks, by pre-empting challenges before they arise.

4 IMPROVE PRODUCTIVITY IN-HOUSE

Engaging external resources for specific roles, tasks or projects allows your team to focus on their core competencies, while your IT services partner focuses on the areas you need, to fill the gaps! This not only frees up your in-house team to focus on what they are targeted on, but it also gives you control back on the choice of their focus, rather than being forced by lack of available capabilities or capacity.

5 ENHANCE INTERNAL CAPACITY

When considering IT resourcing options that require you to look outside of your in-house team, there are a number of aspects that will play an important part in your decision-making process. Minimising your management time, which is undoubtedly stretched, is a must. You need to know that you have someone who can act in your best interests, without you having to be there all the time. Getting up to speed and hitting the ground as quickly as possible is also key. Time is money and demands placed upon organisations to deliver require quick assimilation.

Most important of all is the 'worry factor' – you need to know that you have trust in the partners you work with, to enable you to get on without that nagging doubt or concern. Choosing the right partner who can REALLY demonstrate this should be at the top of your list.

6 TRULY MANAGE COSTS

When you engage the right IT services partner, you can reduce and control a variety of costs, through time saved with on-boarding, continuity of personnel, mitigating traditional loss of IP, and reduction in the time spent in managing the supplier relationship. A next-generation IT services partner will also offer flexible commercial models to maximise the value for money provided and ensure you are only paying for what you really need. The right choice of commercials for your business will make it easier to adapt to changing business conditions or unplanned eventualities, and can even help to keep the IT budget more stable and predictable.

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