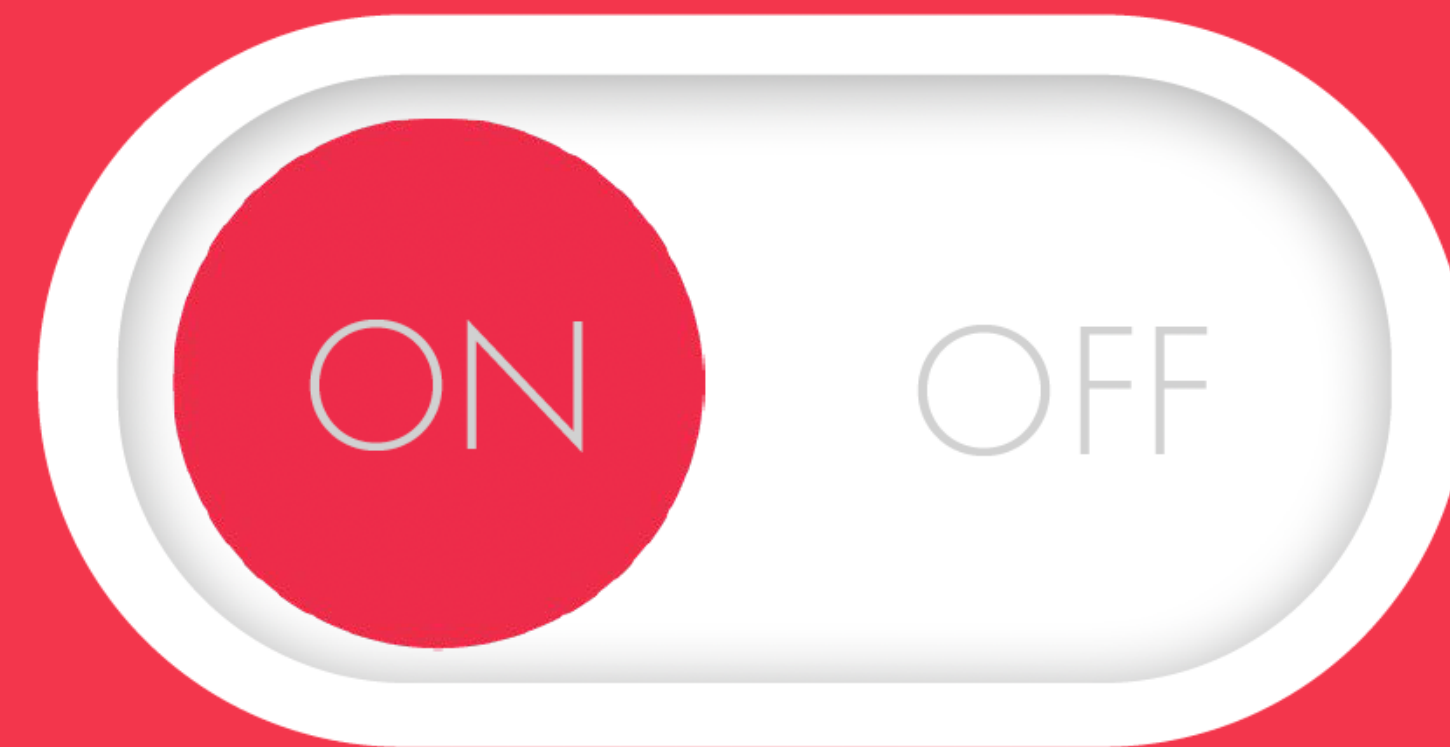


**6 SIGNS
IT'S TIME
TO
SWITCH
YOUR IT
PROVIDER**





Are you happy with your IT Support partner?

Why your choice of IT Support partner matters

In the event of IT challenges, it's imperative to have the assurance that swift and comprehensive resolutions will be implemented—preventing any adverse effects on your business operations.

Your IT Support partner is instrumental in ensuring the smooth functioning of your business operations. However, if you've maintained a long-term relationship with the same provider, you may start to notice diminishing service quality or growing strains in your partnership.



The risks of poor IT Support

The financial implications of poor IT Support can reverberate across your entire organisation. It's not merely major IT setbacks that can be detrimental; frequently, it's the minor, daily inconveniences that accumulate significant costs. Even a few minutes lost per employee to IT-related issues can translate into substantial productivity loss over an annual period, impacting your profitability.

While calculating the financial toll of lost productivity may be straightforward, assessing the concealed risks is far more challenging. Inadequate IT Support can contribute to employee stress, compromise security measures, and result in missed business opportunities.





Have you put off making the switch?

Numerous business leaders hesitate to change IT Support partners, despite suboptimal service, due to concerns that transitioning to a new provider could lead to operational disruptions and IT downtime. The perceived safety of retaining a familiar provider often outweighs the consideration of making a switch.

In truth, if your current provider is not meeting your expectations, transitioning to a new IT Support partner could yield significant advantages for your organisation in a relatively short timeframe. A competent new partner will ensure a smooth, disruption-free transition from your existing supplier. If you suspect that your current IT Support is impeding your business growth, consider these six indicators as signs that it may be time to engage with a new provider.

Should you suspect that your current IT Support partner is constraining your business growth, the following six indicators may signal that it's time to seek a new provider.

WHAT IF WE CAN'T FIND A BETTER PARTNER?

You have maintained a long-standing relationship with your current provider...

...But the shape of your business has changed.

Reflect on the time when you initially engaged with your current IT Support provider. How does the scale and structure of your business at that time compare to its current state?

Initially, many business leaders opt for a local IT Support partner or select a provider based on referrals when engaging with IT Support services for the first time.

The IT Support provider that was suitable during your company's nascent stages, when technological requirements were less complex, may no longer be adequate. As your business has expanded and adopted more sophisticated processes with increased technological dependency, you may have outgrown the capabilities of your current supplier.

Response times have slipped

If you have sustained a multi-year relationship with your IT Support partner, revisiting your initial service-level agreements (SLAs) is advisable. There's a possibility that your provider may have grown complacent, allowing original commitments to lapse.

Or perhaps the SLAs you originally agreed are no longer appropriate for your business today.

If persistent delays in response times are affecting your organization, it could be a suitable time to reevaluate the efficacy of your current IT partner.

An effective initial step to tackle this concern is to gauge the overall experience of your team. Following this assessment, engage in a productive discussion with your IT partner to explore viable solutions.

If the problem persists without resolution, it may be time to consider other providers. Begin your evaluation process by soliciting the past year's response metrics from potential new partners for comparative analysis.



**THEY'RE
NEVER
ON TIME
ANYMORE**



THIS IS THE THIRD TIME IT'S HAPPENED!

The same issues keep recurring

Are recurring issues becoming a constant theme? Is your team expressing frustration over minor glitches that interfere with daily operations? These seemingly small setbacks could be accumulating into a significant financial burden for your organisation.

Should you observe that your IT Support partner is consistently unable to resolve recurring IT challenges, it may indicate their inability to adequately support your business going forward.

It's possible that they lack the requisite expertise to identify the underlying issues. Alternatively, they may be opting for expedient remedies rather than investing the time to develop lasting solutions that would permanently resolve these persistent challenges.

Chronic IT issues can accumulate into substantial downtime annually. Even with prompt resolutions from your current IT Support partner, daily interruptions can lead to lost productivity as team members pause work, report issues, and await resolution. Transitioning to a new IT Support provider offers the advantage of a fresh perspective, along with enduring solutions to definitively address these challenges.

They're not proactive

Certain IT Support providers operate on a purely reactive basis, initiating corrective measures only upon explicit request.

An effective IT Support partner should go beyond simply reacting to issues as they arise. Instead, they should proactively contribute to strategies designed to advance and grow your business.

An effective IT Support partner should engage collaboratively with you to continually refine your IT strategy, adapting to technological advancements and keeping you abreast of current regulations and best practices.

If you maintain a monthly retainer with an IT Support partner yet seldom receive updates or communication, it serves as a significant indicator that a change in provider is warranted.



**THEY
BARELY
CONTACT
US
ANYMORE**



**THEY
DON'T
SUPPORT
OUR
VISION**

You want to create change in your organisation

Aiming for business expansion but encountering hurdles? Initiate the process by scrutinising your existing IT protocols.

A successful business is in constant evolution, embracing innovative technologies to maintain a leading edge in market trends.

Are they treating you right?

An adept IT Support partner should play a pivotal role in achieving your business objectives. If you notice a disconnect between your existing IT Support and your strategic goals, it's a strong indicator that a change is in order.

You don't feel confident in their abilities

If your IT Support partner fails to instill daily confidence, it casts doubt on their ability to provide crucial assistance during emergency disaster recovery scenarios.

Do your interactions with them generate a sense of dependability and assurance in their aptitude for rapid problem-solving?

Do you detect a proactive commitment from them focused on improving your business performance?

If you find yourself regularly encountering obstacles and unable to obtain satisfactory solutions from your existing provider, a change is recommended.

Your investment is not limited to just system surveillance and troubleshooting; it also guarantees the assurance that skilled professionals are overseeing your IT infrastructure.

A reliable IT Support partner should inspire confidence by demonstrating a commitment to protecting your interests and ensuring immediate availability when needed.

THEY'VE LOST OUR TRUST



THE RIGHT IT PARTNER CREATES POSITIVE CHANGES

IT has the potential to drive numerous beneficial changes in your business. Here are a select few:

Create flexible working opportunities

A growing number of organisations are recognising the advantages of providing flexible work arrangements for their staff. By enabling remote work, job-sharing, or flexible scheduling, you enhance your employer appeal, thereby aiding in the acquisition and retention of top-tier talent.

In addition to benefiting employees, flexible work arrangements also position you to offer superior customer service by extending availability beyond the typical hours when competitors may be closed.

Utilising the appropriate IT infrastructure allows your team to work remotely or while in transit, without sacrificing either productivity or security.

Provide enhanced security

As your business expands, the need for periodic assessments of your IT security protocols becomes ever more critical. Whether you're managing a larger volume of sensitive data or accommodating a growing team with diverse IT needs, robust security measures instill the assurance that your business remains secure during its growth phase.

Increase productivity

Numerous IT approaches can enhance productivity across your organization without inflating operational costs. Identifying the right IT Support partner serves as the initial step in this endeavor.

An effective IT Support provider will assist you in leveraging technology to optimize daily operations, automate workflows, enhance team collaboration, and reduce downtime.

Create a better working environment

As your enterprise undergoes transformation, the emphasis on fostering a positive office culture gains paramount importance. This ensures seamless teamwork and elevated collaboration, thereby enhancing both productivity and employee morale.

The integration of collaborative platforms like Microsoft Teams can serve as a catalyst in transforming your work environment, facilitating unprecedented levels of communication, collaboration, and idea-sharing among employees.

MAKE IT A POSITIVE CHANGE

If concerns about potential business disruptions have made you cautious about moving to a new IT Support partner, be assured.

Transitioning to a new IT Support provider need not be a cumbersome experience!

When you find the right IT Support partner, they'll be able to manage the entire process for you, ensuring a seamless transition from your previous provider.

You'll promptly realize the advantages as your new provider introduces innovative ideas and immediately actionable recommendations.



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