

OUTSOURCE IT SUPPORT vs. IN-HOUSE IT SUPPORT

OUTSOURCE IT SUPPORT

IN-HOUSE IT SUPPORT

INDUSTRY EXPERTISE

Allows you to reach professionals with proven experience and a wide scope of skills in the field.

Knows the business operations, how the company functions, and the workforce that uses the technology on an everyday basis.

SERVICE ACCESS AND AVAILABILITY

Comes with emergency services and round-the-clock assistance. Plus, you won't be charged extra for nights, weekends, or holidays.

Responds more quickly to problems and technical issues, but this is only true during regular business hours or workdays.

COST EFFECTIVENESS

No hidden costs. Equipment and technological partnerships are also available from outsourced IT companies, saving you from having to buy items that may become outdated in the future.

Needs a budget for office space, equipment, and software licenses, as well as training, online and face-to-face courses, and constant improvement to their computers and work environment.

FLEXIBILITY AND EFFICIENCY

Unloads the daily burden of technology operations, giving you more time to focus on expanding your business and creating innovative solutions.

Requires frequent supervision and control over them and their actions.