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Synoptek White Paper

WHY CORPORATE IT DEPARTMENTS APPRECIATE THEIR MSP

THE TRUE NATURE OF THE MSP RELATIONSHIP IS SUPPLEMENTAL

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When a major corporation recently engaged the services of a Managed Services Provider (MSP) everyone was surprised.

They were surprised that, after years of eschewing the need to use an MSP, the company suddenly reversed itself.

Even more surprising was that it was the Information Technology (IT) department that made the suggesting, drove the decision, and felt they benefitted most from launching the relationship.

Why is That Surprising?

It is a commonly held belief that most IT professionals working for a specific company view an MSP as a potential threat to their job security. The reasoning given is that the MSP may be able to furnish needed IT at much lower cost than the employees, which could result in the termination of those employees.

Why, then, did the IT staff at this corporation actually invite this potential competition into their company?

These technology experts, like most, prefer challenging projects and new, interesting technologies to the day-to-day maintenance functions many corporate IT personnel find themselves relegated to. In this particular instance, the IT staff knew they could not be invited to participate in an exciting series of new technology initiatives at their company unless there was somebody else available to perform the regular support and maintenance functions they were responsible for. Since hiring new personnel and training them would take far too much time, they recommended the engagement of an MSP to provide trained individuals who could "hit the ground running" thus freeing up the staff to get started on the new initiatives.

The Role of the MSP is Supplemental

Companies who use MSPs usually maintain a substantial IT staff of their own. They invest in their own employees to train them on technology initiatives that will remain active within the company for a long period of time, using the MSP to provide the support services the company requires on a daily basis. By doing this, they enjoy some important advantages:

The Role of the MSP is Supplemental

- **Never Short-Handed** – Whenever an MSP person assigned to the company is out for any reason, they are replaced by an equally skilled colleague who has been briefed and trained on the company's IT environment.

- **Broader Selection of Skills** – Sometimes getting certain IT tasks accomplished requires skills that none of the personnel assigned to the company have. In these cases, the MSP can temporarily replace assigned personnel with others who do have those needed skills. No need to engage a "specialist" to get unusual tasks handled.

- **Coping with growth** stops being a problem. Often, when companies are growing quickly, they are challenged to find and acquire qualified IT employees to accommodate that growth. This often results in rushing and settling for less-than-ideal candidates. Bringing in additional MSP resources shifts that daunting task to a partner who is far better equipped and qualified to provide the right people with the right skills to keep the company growing. longer will a single individual be held responsible for any specific situation. The MSP will own the obligation to resolve any issue quickly and thoroughly.

- **One-Time Events** like installations or upgrades are often frustrating because the company has to go to great expense to send people to training that they'll only use once. MSP personnel who have already performed those installations or upgrades can often be swapped into place to execute those tasks without having to send anyone to training.

- **Backfill** your regular staff when they're called away for special assignments. No users suffer!

- **Technology decisions become independent of human resource issues** when the people supporting the company's platforms are not employees. Suddenly the company is free to make major revisions to their chosen platforms without regard for the need to terminate a lot of employees. Instead, they can simply require the MSP to furnish people with the new skill sets.

- **Agility is increased** when MSP personnel can fill in the gaps between standard operating procedure and rapidly emerging new needs. New technologies can be deployed and generating value faster because there is no learning curve for on-staff personnel.

- **Reliability and Accountability** are redefined by the MSP. No longer will a single individual be held responsible for any specific situation. The MSP will own the obligation to resolve any issue quickly and thoroughly.

Surviving the Unthinkable

Obviously, the supplemental role of the MSP makes many things easier when it comes to tactical line employees and their functions. What happens when something goes wrong near the top of the organization?

For example, what would happen if some form of executive malfeasance were detected? Perhaps a human resources infraction on the part of a senior IT executive. Perhaps a Chief Technology Officer is siphoning valuable customer data and selling it. Perhaps the CIO resigns suddenly to go work for a competitor.

Any of these can leave a gaping hole at the top of a critical organization. Who will fill that gap? How quickly can a new CTO or CIO be recruited and hired? How long will it take for them to wrap their arms around the current state of your corporate IT?

A senior engineer at your MSP who has been working with you on your infrastructure can easily and readily step in for lost or malfeasant executives. They already have a working knowledge of your technology environment, having probably participated in designing much of it. They have the requisite skills and experience, along with the full support of the entire MSP team.

In several cases, MSP specialists have been called upon to take control of an IT environment, change all the passwords, lock the offending executive out of all systems and help to escort them out of the company. Usually this senior MSP replacement executive will remain in place until a viable replacement is found, recruited, hired, trained, and acculturated.

Making the Best Possible Decisions for People

Every employer wants to do their best for the employees that do their best to promote the company's growth and success. For those who have thought about bringing in an MSP to reduce IT costs, this has often been a primary concern.

Those who have already engaged with Synoptek as their MSP will tell you that doing so helped them help their people far more than ever before.

Many high-value employees who were becoming bored in their daily maintenance and support routines have been given new opportunities which have enabled them to make dramatically greater contributions to the company, thus also furthering their own careers.

Yes, some people who were underperforming have lost their employment in some cases, but those would eventually have to have been replaced whether the MSP was engaged or not.

The role of the MSP in today's progressive company is supplemental, and complementary. No longer are MSPs considered vendors who provide 'bodies' to perform tasks. Synoptek prides itself on being a truly valued partner to our customers, who engage us to work side-by-side with them and their people to grow their businesses.

To learn more, talk to your Synoptek representative today.

Speak with our experts!

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