

24x7

# OUTSOURCED IT SUPPORT



# What is 24x7 Outsourced IT Support?

Outsourced IT support refers to the practice of outsourcing IT services to a third-party provider. This provider can be located either domestically or abroad, depending on the needs and budget of the business. 24x7 outsourced IT support takes this one step further by providing around-the-clock support, ensuring that IT issues are resolved as soon as possible, regardless of the time of day or night. This can be done through various means, such as remote access, phone support, or on-site visits. It is a business strategy where you entrust certain operations to the hands of professionals so you can focus on your core business.



# Benefits of 24x7 outsourced IT support



## Cost Savings

Access expertise without the full cost of in-house. For SMEs, maintaining an in-house IT department can be prohibitively expensive, with costs such as salaries, benefits, and training. By outsourcing IT support, businesses can access the same level of expertise and support at a fraction of the cost.

Eliminate capital expenditures. Spending on ordinary and extraordinary maintenance of IT equipment can unexpectedly blow up your expenses. It will also lead to less attention on maintenance which will make equipment prone to malfunctions. With outsourced IT support, you will avoid the burden of maintenance and the consequential expenses that go along with it.



## Access to Expertise

Outsourced IT support providers typically have a team of experts with a diverse range of skills and experience. This means that businesses can access a higher level of expertise than they would be able to with an in-house team. Additionally, outsourced IT support providers are often able to provide specialized expertise in areas such as cybersecurity or cloud computing, which may be difficult for businesses to find in-house.



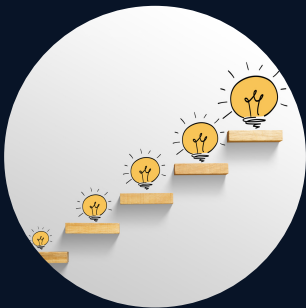
## Focus on Growing Your Business

Growing your business requires devoting time and energy. With outsourced IT, you can spend less time and energy on solving technical issues and more time on what you love and do best. Outsourcing helps you avoid matters that cripple your focus. It simplifies your life and enables you to meet customer demands. It can allow you to access high-level skills faster than hiring and training in-house.



### Peace of Mind

With 24x7 outsourced IT support, businesses can be assured that IT issues will be taken care of by reliable professionals. This will minimize downtime and maximize productivity. A high up time is important for businesses especially those that rely heavily on technology to operate, such as healthcare providers and e-commerce sites.



### Flexibility and Scalability

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# Features of our 24x7 outsourced IT support

- Complementary vulnerability assessment
- Convenient and reliable technology
- Expertly installed and maintained IT
- Small business specialization
- 24/7 helpdesk support
- Phone and onsite support
- Monitoring, troubleshooting and management
- Hardware outsourcing: Desktops, servers, routers
- Onsite IT support

# Best practices in getting 24x7 Outsourced IT Services

## Choose the right partner

The right time is when outsourcing will help a business achieve a cheaper and more efficient work. To determine this, finding the right partner that makes honest assessment is critical. Businesses should evaluate potential providers based on factors such as:

- Experience and expertise
- Location
- Reputation
- Expertise
- Cultural fit
- Service times



## Clearly define expectations and responsibilities

To avoid misunderstandings and conflicts, businesses should clearly define expectations and responsibilities in a service level agreement (SLA). This should include performance metrics, response times, escalation procedures, and communication protocols.



## Monitor and measure performance

Regularly monitoring and measuring the performance of outsourced IT support providers is essential for ensuring that they are meeting the expectations outlined in the SLA. This can be done through tools such as performance dashboards or regular reports.



# About Troinet

There are several reasons why businesses should consider Troinet for their 24x7 outsourced IT support.

Firstly, Troinet has years of experience providing IT support services to businesses of all sizes across various industries. This experience has allowed Troinet to refine its services and expertise to provide effective and efficient support.

Secondly, Troinet's team of experts has a diverse range of skills and experience in various areas such as cybersecurity, cloud computing, and network infrastructure. This expertise means that businesses can access a higher level of support and specialized expertise in areas that may be difficult to find in-house.



Thirdly, Troinet offers customized IT support solutions tailored to the unique needs of each business. This allows businesses to choose the level of support that they need and avoid paying for unnecessary services.

Fourthly, Troinet's services can be scaled up or down depending on the needs of the business, providing flexibility and cost-effectiveness.