

The Mini Guide to Managed Help Desk

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Introduction

Leveraging a managed help desk is just one way enterprises are refocusing their IT teams to achieve a higher level of dedication to digital transformation initiatives and the overall customer experience.

Rather than devoting time to figure out why a branch office is getting an error message, for instance, your team's time can be spent developing strategies for outpacing competitors.

It's difficult to imagine getting the best of both worlds: having all your technology run seamlessly without the burden of managing it. But outsourcing IT makes this dream a reality.

If you are thinking about making this transition, it is a good idea to thoroughly consider how both in-house and outsourced help desk choices can affect your business.

In this guide, we'll break down the benefits of a managed help desk for multi-unit businesses, including **cost savings, boosting efficiency, and a better ability to focus on critical aspects of IT**, like business growth initiatives.

The Business Case for Managed Help Desk Services

Today's retailers are under increasing pressure to deliver a superior customer experience in a demanding digital landscape. As a result, retailers are keenly aware just how much is riding on their technology.

However, leveraging the right amount of IT support can be a difficult process, especially for organizations that are right on the cusp of having the budget to fund an internal support system but are also considering a managed help desk provider. Increasingly, even those with a hefty budget are finding the advantage in choosing an outsourced provider.

Businesses today rely highly on their hardware, software, and networking to carry out daily tasks. Unfortunately, there are often multiple platforms generating data that goes to disparate silos and keeping track of everything can be a huge burden, not to mention providing the level of help desk services to keep everyone up and running.

Rather than try to manage everything in-house, choosing a third party that focuses 100% of their energy on help desk and other managed services is a favorable option for several reasons.

Successfully Navigate Staffing Problems

When you use a managed help desk provider, you don't have to worry about staffing issues.

With an in-house team, you're juggling schedules, making sure someone who calls in sick is covered and that you've got enough IT professionals around to also cover those on vacation. With an outsourced solution, you leave all of that to your third-party provider.

Reduce Costs

When running an internal help desk, there are a lot of costs to consider beyond the recruitment costs, salaries and benefits of the employees. A help desk requires equipment and software licenses for all personnel, but even more critically, training, supervision and development.

With a Managed Help Desk, your provider takes this burden off of you, saving costs in multiple areas.

To provide proper logging and measurement of quality of service, a help desk will need an incident or customer service management system and a knowledge base that is consistently managed and updated. A phone system that enables skillset management and records calls can also be critical in properly managing performance metrics. A team manager who can track and coach the team to KPIs will add additional cost. And in today's environment, turnover can require constant investment.

Prioritize Digital Transformation

Digitization can be another complex issue to manage, especially with employees averse to change. In fact, it's human nature to reject change and stay with the status quo, but in today's ever-changing technologically advanced environment, resisting change is a sure path to failure.

When you outsource your help desk, you get a group of professionals who make it their duty to stay on top of the latest technological trends. They know what will integrate well with your current system and how you can get the most traction out of it, whether it's hardware, software, or both.

Low-Risk Technology Implementation

It's expensive to implement new technology. It's even more expensive when it's installed incorrectly. It's costly not only in terms of money but also in time and reputation.

Implementing new technology to integrate with older technology is another situation that offers more than its share of complexities, which is why it's important to consider allowing professionals with a lot of experience to take care of it for you. An IT provider will effectively wipe out this risk, as they have several highly qualified technicians who are experts at implementing state-of-the-art technology.

Key Insights: Competitive Advantages of Managed Help Desk for Multi-Unit Businesses

For organizations reluctant to work with an external help desk provider, learning the many business benefits of managed help desk can be the turning point.

Likewise, for multi-unit retailers looking to gain a competitive advantage and deliver the type of experience today's customers expect, it is imperative to use every strategic advantage.

It is for this reason that an influx of companies have gone to managed help desk services.

Decreased Risk of Downtime & Other Issues

A high-functioning help desk reduces IT downtime. Revenue hangs in the balance for every minute a company cannot function due to IT issues. There's collateral damage to consider as well, in the form of worker morale and productivity, which suffer from repeated IT failures resulting in downtime.

No system is perfect, which means at some point, you are going to run into issues that require fast action. Switching to a managed help desk solution also frees your internal team to focus on innovation, leading to gains in efficiency and reduced costs.

Gain Insights and Focus with Proactive Monitoring Services

With so many interconnected systems and processes, troubleshooting your average tech issue can quickly overwhelm frontline employees, especially when relying on support from a disparate number of vendors.

However, with a 24/7 help desk at your disposal, you can put your trust in monitoring services that identify issues before they become a massive hassle that risks significant downtime. In addition, managed help desk brings peace of mind to your organization. Rather than being reactive, third-party professionals will operate on a proactive level.

For example, if you have a network link acting up, they can often fix the problem remotely, avoiding a costly and time-consuming technician visit to make repairs. Rather than disrupt your workflow, you get behind-the-scenes monitoring that boosts productivity and reduces downtime risk.

Fast-Track Adoption of Emerging Technologies

Customer experience is increasingly important today, as is adopting new technologies that help an organization grow. Unfortunately, implementation can often be so laborious that bringing in new processes, including hardware and software, can be put off for the long term. But, as we the right type of scalable help desk at your disposal can help you realize the benefits of emerging technologies by freeing up your team's time to focus on investing in new technologies.

Artificial intelligence (AI) is a prime example. Some managed help desks specialize in implementing and supporting this transformative technology. Rather than suffer through a seemingly endless process of trial and error, they get it right the first time, drastically reducing the implementation time and all the headaches that go with it.



Improved Employee Morale

When seeking a provider offering the technology and support you need to realize growth, you can also gain access to ones that are a perfect match for your company culture. Branding is an all-encompassing mission, so it is crucial that any provider brought on board sees eye-to-eye with your company culture.

Choosing the provider that has complete buy-in to your company culture can improve employee engagement, which helps you meet your employee retention goals. Engaged employees are happy employees — they are not going to be looking for employment elsewhere when their morale is high.

The essential advantage of a managed services model is peace of mind. Companies with trusted managed services partners don't need to worry about supervision, quality control or other essential human resources issues.

Role of the Managed Services Provider

A managed service provider is a valuable partner in helping your business grow, not just a service you call when something breaks. Here are just a few ways the right MSP can provide value to a company's IT operations.

Cost Savings: Start with the hardware you'll never have to buy again, such as certain kinds of servers, and segue into the reductions in labor costs from being able to get more out of your current IT staff. Follow that up with reduced opportunity and downtime costs thanks to better uptime, and the savings speak for themselves.

The Qualification/Experience Gap: Because in-house IT staff tend to become experienced with the problems they often see, any new problem is out of their wheelhouse. A managed service provider covers several problems over several systems, improving the chance of genuine experience.

Greater Agility: Increasing capacity in-house requires new hardware purchases, new IT hires to handle the hardware, and so on. Increasing capacity with a managed service provider requires just a phone call and an adjusted monthly bill. Being able to make changes that rapidly make your business more agile and able to pivot to new opportunities.

Greater Efficiency: In-house IT departments tend to deal with several different vendors. Hardware and software vendors just start the permutations; there could be dozens of each, including sub-classes, within either field.

Using a managed service provider means one point of contact, which reduces the amount of time needed to wrangle various vendors. This also frees up time available to focus on the company's main line of business, since they are no longer mired in the time sink of in-house IT.

In Conclusion: Focus Your Energy Where It Matters

Let's face it — when you incur an IT problem, it's a distraction that you don't need. When something goes down, you want the problem fixed as fast as possible so you can get on with business as usual.

Rather than pay big bucks to staff an in-house team that is only there to resolve technology problems, choose a managed help desk provider that offers fast and dependable services, which means your team can get back to work faster and focus on what matters instead of having to troubleshoot hardware, software or networking issues.

Most business leaders agree that the less they have to deal with help desk responsibilities, the more they can focus on the business at hand. This allows them to reach their goals faster and stay competitive, even giving them a chance to surpass the competition.

About Solugenix

Solugenix is an information technology services company known for its deep experience in providing comprehensive technology services and support for leading companies worldwide. As a technology partner, the company focuses on eliminating uncertainty in outcomes by bringing a culture of continuous improvement to every project. Through this approach, Solugenix delivers the best-in-class services that allow organizations to efficiently manage, secure, and advance their digital processes.



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