(Mr. Tenkey's Tips # 351) www.mrtenkey.com

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Dear Management: A simple formula for you today.  
  
The MORE complicated you make your internal processes...  
  
The MORE advanced level of employees and technology you will need... to maintain those processes.  
  
And I'm NOT talking rocket science calculations, I'm talking about complications like: one-off procedures, non-"industry standard" quirks, random wants, etc... that just have to be had.  
  
Solution = Check yourself  
  
Otherwise, don't come complaining to me... about how expensive your back office is.