

# Larger Companies are Outsourcing IT Projects in 2021...Here's Why and How

Nothing can throw an internal IT team off their game like a massive infrastructure upgrade or new system deployment. No matter how talented or experienced your staff is, technology projects of this magnitude take time and resources away from daily operations and can cause an upheaval in your IT department. Of course, when your IT team is underwater on a project, inefficiencies can trickle down to every other division within your organization. Some companies avoid this disruption to their daily operations by simply putting off the project. However, upgrading outdated technology and developing better systems to handle your business can massively improve productivity. The only answer to this problem is to find the right balance between handling the typical daily IT tasks and your critical projects that keep your workflow progressing. But how? Outsourcing with a managed IT service provider (MSP) may offer the innovative solution you're looking for.

## Why Outsourcing as an Option

Misconceptions persist when weighing outsourcing options so let's take a moment to clarify the IT management solutions that are available to all types of businesses. Some organizations contract an MSP to take the place of an internal team to run their entire system operations and security. While this is a great choice for many small to midsize companies (SMBs) who benefit from the scalability that MSPs provide, larger entities often prefer to engage in "co-managed services", leveraging MSPs just for special projects. In fact, the [Spiceworks Ziff Davis 2021 State of IT annual study](#) found that larger enterprises were projecting IT projects to be the top factor in influencing IT budgetary growth for the year. SMBs also weighed into the potential co-management equation with a predicted increase of IT spending to upgrade outdated infrastructure, which is also a perfect co-managed opportunity. No matter the structure or size of your business, some outside professional help with your IT projects is a smart way to keep the workflow moving while implementing new technology and making necessary upgrades.

Why have so many larger companies started to see the wisdom of SMBs who've been utilizing managed IT services all along? For the same reason enterprises do anything; it's good for their bottom-line. They've watched for years as smaller organizations led the way by contracting with MSPs as their primary IT team or as support for an in-house IT department. SMBs have been able to access premier services at an affordable price and scaled up for special projects as needed. Large entities are realizing that simply growing their internal team everytime the workload spikes is costly and budgetarily inefficient. The substantial savings from not having to bring on full-time employees is a huge advantage and you don't have to compromise on expertise. While this is the main reason big organizations have been employing managed IT services for special projects, it is far from the only one.

Another great advantage of contracting with an MSP is the versatility that comes from a company that works with multiple platforms. In-house teams can become less familiar with systems they don't use everyday which may lead to tunnel-vision regarding hardware and software upgrades. Outside experts bring a broad knowledge of the latest technology which can propel your business in a more productive direction. Plus, you don't have to give up control. At times, outsourcing can make an organization feel as though they are giving up operational autonomy and putting themselves at the mercy of another business that won't care about their bottom-line. Nothing should be further from the truth when you find the right professional IT service partner. A good managed IT service provider will enhance your control of your business, not negate it. Even with outsourced projects, you should always experience ongoing open communication and feel like your chosen MSP is as concerned with your profit margin as you are. After all, your success is their success.

Finally, finding, recruiting, hiring and training skilled IT staff is extremely difficult today with such a hot job market. MSPs have the breadth and depth on their IT bench to meet your many needs without the hassle of managing additional staff. Managed IT service providers are there for you to help you scale your team up or down and meet the needs of your business.

### **What to Look for in an IT Partner**

Choosing a Managed IT Service Provider (MSP) when outsourcing projects shouldn't be complicated. Just as is true with any outsourced service, you should feel as though you are merely expanding your own team rather than

enlisting outsiders to take over. Some things to consider when looking for an IT partner:

- **Don't shortchange yourself.**

Everybody likes a good deal but when outsourcing a managed IT service provider for projects, choosing the cheapest quote is almost never in your best interest. As mentioned above, outsourcing in itself is a savings from expanding your IT department with a new set of salaries and benefits packages, so there's no need to skimp on quality. Choosing a less reputable MSP because of a low-ball quote with hopes of maximizing those savings could cost you more down the road. Rushed work, low-grade platforms and cut-corners may threaten your systems in the long run. Those heftier quotes from professional managed IT service companies are paying for experienced engineers who can handle any challenge in a short time frame. The old adage, you get what you pay for, has never been more true than when choosing an IT partner.

- **Reputation is everything.**

Most business leaders know that testimonials and referrals matter most when looking for a company to take on outsourced jobs. Finding an IT professional for your special projects should always include a strong reputation within the industry. Not only does that speak to a level of expertise necessary to handle the complexities of your IT project but it ensures the job can be completed within the timeframe you need it done. There's nothing worse than having a deadline come and go without an end in sight because your productivity depends on a timely rollout. It's also a good idea to choose an IT company with a history of taking on similar projects so you know they can take unforeseen obstacles in stride.

- **Look for local providers.**

Many large entities will look at off-shored IT companies for much of their outsourcing needs, but with special projects, finding a local provider is your best bet. Especially when new hardware installation is involved, the benefit of having a company that can deploy technicians to your location within hours rather than days is immeasurable. Every business leader knows, your systems can be working perfectly on a Saturday after an upgrade, and can shut down on a Sunday for seemingly no reason at all. Having a team onsite right away to find the problem that same day will start your workday out right. Reputable local

providers tend to treat your business as an extension of their own and that invested approach is priceless.

## **In Closing**

No matter how well your internal IT team performs day to day, special projects can create an upheaval in your production level. Outsourcing with a trusted local managed IT service provider like LightPoint is often the better option. You can scale up or down services to match your IT needs in a way that just isn't possible with an in-house team and you don't have to give up control as long as the communication flows comfortably in both directions. Finding a well-priced provider isn't the same as looking for the cheapest quote so make sure you're getting the best value for your budget with a reputable company.

“We were looking at moving our athletic training and sports medicine onto the existing Epic platform we'd used for our student health services and optometry. Between our optometrists and ophthalmologists in the field, we're talking about 300 to 350 potential users between 5 clinics. Even though we have internal IT experts, we just didn't have enough resources to go around. We knew that to get the job done right, we should reach out to the experts who are able to manage this project quickly and efficiently, and LightPoint has that reputation.” - CIO, Public University

For businesses and healthcare practices in the pacific northwest that have a lingering IT project or just need some advice about what could be coming down the road, [LightPoint is here for you](#). We have been serving local businesses throughout Oregon, Washington, and California for two decades and have a reputation for delivering friendly expertise. Reach out today to see what LightPoint can do for you.