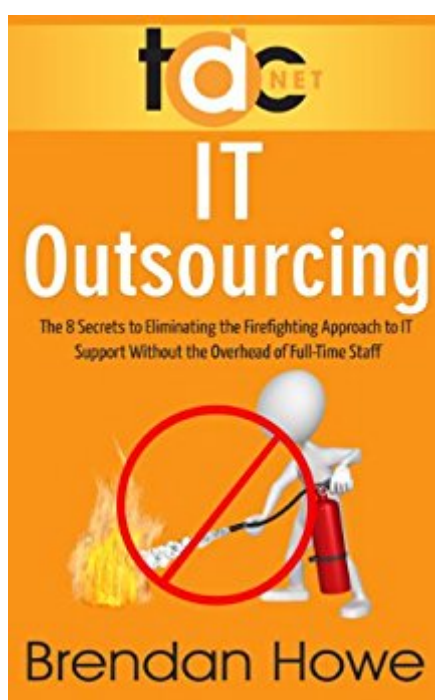


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IT Outsourcing: The 8 Secrets To Eliminating The Firefighting Approach To IT Support Without The Overhead Of Full-Time Staff



Synopsis

No one wants to deal with computer problems - they are a drag on any business or organization. Without a strong IT outsourcing approach, executives will end up spending more time firefighting than growing their businesses. The model of having in house IT support has proved to be ineffective for most organizations under 200 employees because the technology, knowledge and resources just aren't in place for an internal person to successfully manage all IT services. What normally happens is these internal people end up being firefighters leading to reactive IT support that is ineffective. This ebook is all about IT outsourcing and how you can effectively do it. We review the 8 secrets to eliminating the firefighting approach to IT support without the overhead and HR challenges of full-time IT support staff. If you are a business owner or senior executive, this book is written for you in plain English to give you a game plan of how you can successfully implement IT outsourcing and eliminate the headaches of computer problems with a proactive approach. The 8 secrets in this book review the approach you should take to overall IT management and planning, implementing proactive systems and how to use a help desk to improve productivity. It also details what place the Cloud should have in your IT support plan. The outcome of implementing these secrets will be fewer technical problems, better productivity and higher profitability. Successful executives see technology as an opportunity to give them a strategic advantage over their competitors by running more efficiently, improving staff morale and client retention. If you are currently taking a firefighting approach to IT support, you are missing a huge opportunity! This book will explain to you how to take advantage of that opportunity to improve your organization.

Book Information

File Size: 1899 KB

Print Length: 46 pages

Simultaneous Device Usage: Unlimited

Publisher: TDCNet Inc. (September 25, 2013)

Publication Date: September 25, 2013

Sold by:Â Digital Services LLC

Language: English

ASIN: B00FG2ITYQ

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Enabled

Enhanced Typesetting: Not Enabled

Best Sellers Rank: #941,773 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #86

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