



How Ineffective Support Costs You Money

Is your cheap IT support letting you down? Underinvesting in IT is a common problem, with a number of consequences.

How Ineffective Support Costs You Money

Is your cheap IT support letting you down? Underinvesting in IT is a common problem, with a number of consequences.

With technology, you get what you pay for—have you cut corners on your IT support?

You may assume that paying less for your IT support now will save you money in the long run. In fact, the opposite is more likely to be true.

The consequences of ineffective IT support are extremely expensive...



The Risk Of Underspending On IT

No one wants to spend money they don't feel they have to.

Especially when it comes to a carefully planned budget, you hate to have to go over it in any way. That's why, in business, corners are often cut when and where they can be.

This commonly happens with IT.

People often rely on cheap, second-hand or inherited technology, and find the cheapest IT company or one-man shop to fix it when it breaks.

What you may not know is that saving money by buying cheap may cost you more in the long run. The fact is that cheap hardware typically doesn't last very long, and limited IT support causes more problems than it solves.

5 Problems That Stem From Cheap IT Support

Underinvesting in critical IT support can lead to a number of serious consequences:

1. Performance Issues:

This is simple—a cheap device likely won't run as well as you want it to. When this affects infrastructure components that are responsible for your Internet connection, it inevitably leads to system lag and downtime, which keeps you and your staff from accessing your data and getting your work done.

2. Risk Of Failure:

Cheap hardware won't be as reliable or as long-lasting as its better-made counterparts. That puts users at higher risk of hardware failure, which will at least require maintenance, and will eventually require outright replacement. This means more downtime, and more money spent on support and replacement hardware.

3. Lack of Security:

The less you spend on a given piece of hardware, the less secure it will be. In order to harness better security standards and technologies, you need to invest in it. By opting for a less expensive option, you're often putting your data at risk.

4. No Software Management:

If you don't have an experienced and informed team looking after your software licenses, there's a good chance you're overpaying. It can be easy to mistakenly buy too many licenses or pay for the same thing twice as a result of a bundle deal. Your IT support should be helping you optimize your IT budget and expenses.

5. Lack of Strategic Planning:

Technology naturally evolves over time and is constantly changing to provide better, faster, less expensive service. Your IT person needs to be able to create a plan that ensures the technology you use is constantly aligned with, and supports your company's overall business vision while taking advantage of the latest enhancements to ensure productivity, efficiency and eliminates unplanned costs.

That's not to mention the nature of downtime, and how much it can cost your business...



How Does Downtime Affect Your Business?

Downtime will negatively affect your business in a number of ways:

- **Expense Vs. Revenue:** While you deal with downtime, all of your business expenses continue, while you generate no revenue. It's an incredibly expensive problem to deal with.
- **Loss of Focus:** Downtime stops your staff in their tracks. Even a minor delay can affect momentum and motivation, severely hurting your organization-wide productivity.
- **Affected Service Delivery:** While your systems are down, you can't deliver services or sell products to current and potential new clients.
- **Cost of Repair:** However you approach fixing the problem, it'll cost time and money.
- **Reputational Damage:** The trust of your clients and the reputation of your company are invaluable assets that can erode with prolonged or frequent downtime issues. A diminished reputation can negatively affect your future business opportunities.
- **Organizational Culture:** The more downtime you experience, the worse your employees' moods will be. The longer they're stuck waiting around to do their work, the more frustrated they'll get, and the less highly they'll think about the way your business operates.
- **Stunted Growth:** If you're always "putting out fires", how can you ever expect to move forward? IT projects and expansions will continually be put on the back burner because of more pressing (*yet, smaller scale*) problems.

What Is Average Production Downtime?

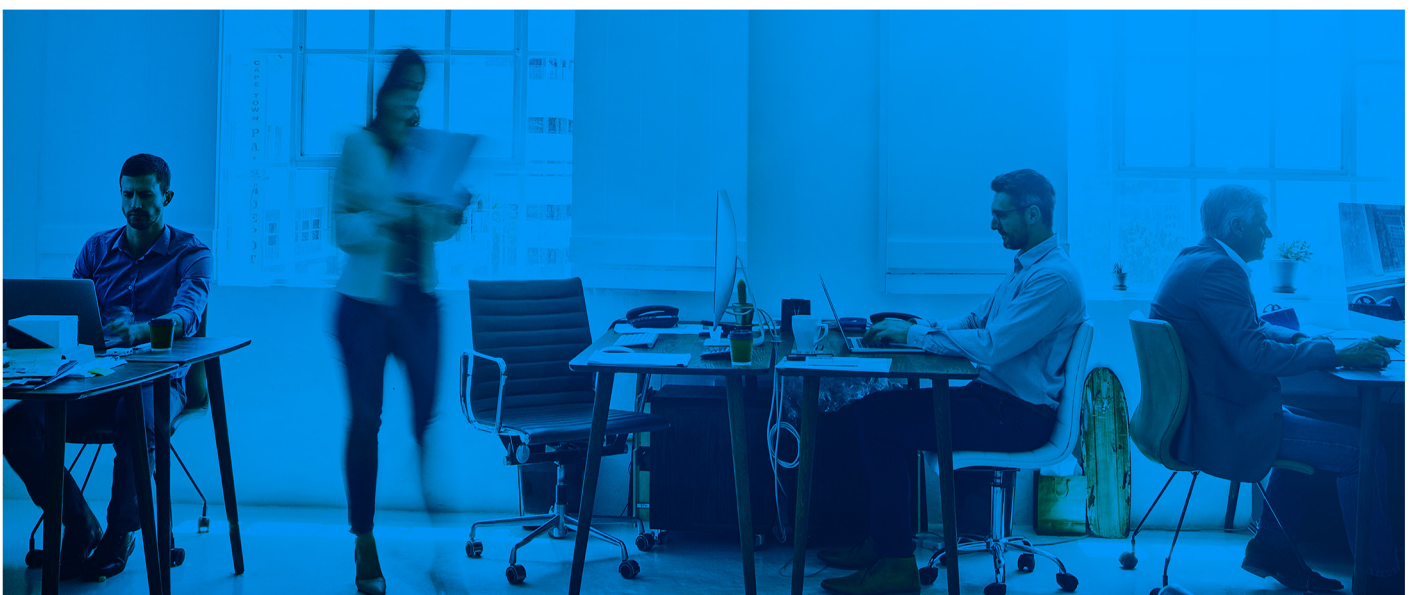
Here are some studies showing how much time is lost every day due to IT downtime:

- **Average IT Downtime:** According to a new survey of U.S. office workers, professionals waste 22 minutes each day, on average, dealing with IT-related issues.
- **Average Time To Get Back On Task After An Interruption:** A recent study indicated that most people take 23 minutes and 15 seconds to recover from an interruption.

However, average rates of downtime can vary greatly, depending on a number of factors:

- **Industry:** The more you depend on technology, the more likely you are to encounter downtime. For example, manufacturers encounter 800 hours of downtime every year.
- **Size:** The larger your business is, the more factors there are at play, and the more likely you are to encounter downtime.
- **IT Management Practices:** The better managed your IT systems are, the more likely you are to minimize the rate of downtime you experience.

No matter how much downtime you deal with, one thing we can all agree on is that it's expensive. Ponemon Institute estimates that every minute of even partial downtime can cost as much as \$5,600.





How Is Downtime Cost Calculated?

Let's assume that your organization is more effective than those in the examples above. You encounter less downtime, it takes you less time to get back on task, and all of this happens less often.

For example, we'll use 19 minutes a day for average downtime and 10 minutes to get back on task, totaling 29 minutes:

🔌 Employee IT Downtime Cost:

- 29 minutes x 5 days week x 52 weeks x 100 employees = 754,000 minutes = 12,566 hours
- \$20 avg per hour x 75% of total hours down = 9,424 = \$188,480
- Benefits/Training 20% additional cost: \$37,696

🔌 Management IT Downtime Cost:

- \$26 avg per hour x 25% of total hours down = 3,142 = \$81,692
- Benefits/Training 20% additional cost: \$16,338
- **Total Downtime Cost to Organization: \$324,206**

In a nutshell? Downtime is expensive, and your IT support should be helping you to minimize its occurrence.

You may be getting a good deal on your IT support, but are you paying more overall because of the downtime you put up with?

How The Right IT Support Will Help You Save Money

- **Long-term Planning:** IT strategy will help you plan for your business' future, taking into account the unique pain points and priorities of your business, including technical requirements, budget constraints, and more.
 - **One Convenient Rate:** Whereas an internal IT department would require a number of full-time salaries, benefits and more, managed IT support comes at a simple monthly flat rate and at a fraction of the cost of an internal employee.
 - **Invest Now To Protect Your Future:** It may seem that cutting costs on IT in the present is a quick way to save money, but the reality is that inadequate IT will always cost more in the future. Businesses that suffer data breaches and downtime will always see it reflected in their bottom line. By investing in our support today, you protect yourself from unnecessary expenses in the future.
-

All Mountain Technologies Will Maximize Your IT ROI

The AMT team is available to seamlessly support your IT systems and optimize your technology-based business processes. We will drastically minimize your downtime, and help you get the best possible return on your investment in IT.

Get in touch with our team to start saving money.





(970) 748-8880 | allmntech.com | info@allmntech.com