

FIRST THINGS FIRST: IT Outsourcing Self-Test



SPOT
Managed IT Services

Are you interested in learning more about IT outsourcing for your small or medium sized business or organization, but not sure if it is the right fit for you?

Take our IT Outsourcing Self-Test to see if IT Outsourcing might make sense for you. See page 2 for more details on how to rate your company or organization in the areas below.

| First Things First – IT Outsourcing Self-Test for SMBs | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|-------|-------|-------|
| Criteria | 1 | 2 | 3 | Score | Notes |
| Number of Employees | 1-50 | 51-100 | 101+ | | |
| Number of Locations <ul style="list-style-type: none"> ➤ HQ + branch offices ➤ Add 1 branch for each 10 remote employees | 1-3 | 4-10 | 11+ | | |
| Scalability & Growth <ul style="list-style-type: none"> ➤ Does your organization have extreme high and low demand periods? Expect high growth? | High | Medium | Low | | |
| CAPEX vs. OPEX Expenditures <ul style="list-style-type: none"> ➤ How do you prefer to purchase IT? ➤ CAPEX = Capital Expense ➤ OPEX = Operating Expense | OPEX | Mix | Capex | | |
| IT Upgrades <ul style="list-style-type: none"> ➤ Status, attitude, and budget | High | Medium | Low | | |
| Security Requirements <ul style="list-style-type: none"> ➤ Level of security requirements for govt or other reasons | High | Medium | Low | | |
| Number of Current IT Staff | 0-1 | 2-3 | 4+ | | |
| Total Score | | | | | |

If your score is Total Score

- ✓ 8-10 – You are a GREAT IT Outsourcing Candidate
- ✓ 11-13 – You might best benefit from Hybrid IT Outsourcing
- ✓ 14+ - In-House IT is probably best fit



THE **FULCRUM** GROUP
One Technology Solution: Yours

FIRST THINGS FIRST: IT Outsourcing Self-Test

| First Things First – IT Outsourcing Self-Test for SMBs - Legend | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Criteria | How to Rate Your Company or Organization |
| Number of Employees <ul style="list-style-type: none"> ➤ Overall number | The larger the number of employees, the larger number of IT staff needed to support your company or organization. More IT staff means better job specialization and better quality support. A single IT person who is the only IT support for a company or organization will struggle in areas that he isn't an expert in. |
| Number of Locations <ul style="list-style-type: none"> ➤ HQ + branch offices ➤ Add 1 branch for each 10 remote employees | More locations and remote users typically increases the need for IT staff. More staff makes In-House IT more attractive |
| Scalability & Growth <ul style="list-style-type: none"> ➤ Does your organization have extreme high and low demand periods? Expect high growth? | IT outsourcing firms are more easily able to scale up or down than In-House IT teams. The more extremes you have, the more valuable IT outsourcing becomes. |
| CAPEX vs. OPEX Expenditures <ul style="list-style-type: none"> ➤ How do you prefer to purchase IT? ➤ CAPEX = Capital Expense ➤ OPEX = Operating Expense | Many organizations are seeing the advantages of purchasing IT hardware, software, and cloud services through an OPEX purchasing model. IT Outsourcing fits well into the OPEX purchasing model. |
| IT Upgrades <ul style="list-style-type: none"> ➤ Status, attitude, and budget | If your organization prefers to stretch the life of IT assets to 5 years or more in order to save costs, that will typically be at odds with an IT outsourcing firm, which usually relies on up to date technology to ensure that systems are easily support and performance is up to speed. |
| Security Requirements <ul style="list-style-type: none"> ➤ Level of security requirements for govt or other reasons | If you are in an industry with compliance requirements (such as healthcare or financial services), IT outsourcing firms can typically provide more IT security expertise than In-House IT. |
| Number of Current IT Staff | If you already have internal IT staff, replacing them with IT outsourcing can be a difficult process and could impact the chance for success. |

