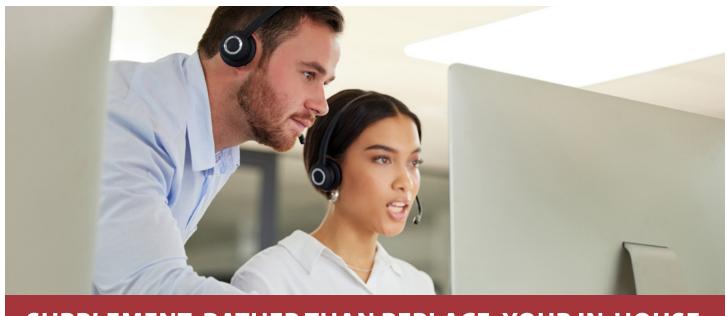# Red River

AUGMENTING YOUR TALENT WITH IT HELP DESK SUPPORT SERVICES

Is your business having trouble retaining its help desk talent? Maybe it's time to augment your talent with IT help desk support services.

The reality: It isn't easy to secure talent. Most companies are experiencing extreme levels of churn. Whether your Tier 1 and Tier 2 employees are leaving or just becoming more expensive, it may no longer be feasible to run your entire help desk internally.

Augmenting your talent with IT help desk support services allows you to control your highest tiers of service and support — while offloading routine tickets and administrative services such as triage.

SUPPLEMENT, RATHER THAN REPLACE, YOUR IN-HOUSE TALENT WITH IT HELP DESK SUPPORT SERVICES

Some companies shy away from the idea that IT help desk support services need to be used to entirely replace an internal IT department or internal help desk ticketing system. Instead, you can use your IT help desk support services to supplement in-house staff.

- **Stay within your budget:** In-house help desks are expensive to staff and maintain. Support services can be customized according to your company's unique needs and budget.

- **Improve your service levels:** Support services are available 24/7/365. This means that you can offer extended hours and weekend support without having to staff your in-house help desk around the clock.

- **Get expert help:** Support services are provided by trained and certified experts. This means you can get the help you need without hiring a huge inventory of specialists.

- **Free up your time:** Offloading routine tasks to support services allows you to focus on more important tasks, such as strategic initiatives. Your internal team is not replaced, but rather is freed to concentrate on other things.

- **Reduce turnover:** Support services can help you retain your best employees by taking on some of the routine tasks that often lead to burnout.

IT help desk support services are a cost-effective way to supplement your in-house talent. When used correctly, they can even help you retain your existing staff.

COVER GAPS IN KNOWLEDGE OR STAFFING WITH IT HELP DESK SUPPORT SERVICES

If you don't have the internal expertise to cover a certain area, support services can help.

Alternatively, if you're experiencing high turnover or your staff is stretched too thin, support services can help take on some of the burdens.

There are a few issues that companies today might experience:

- First, it can be prohibitively expensive to hire experts on everything. Today, there are such extraordinary numbers of platforms and technologies — and the days are gone when you could hire an "expert in everything" at a reasonable rate.

- Second, when turnover occurs, you tend to lose institutional knowledge. It can be dangerous to rely on one or two internal employees because when these employees leave, you lose all access to the information that you had.

- Finally, you may need a one-off task completed or incidental knowledge, and your most expert staff may simply be putting out other fires. During times of high turnover, it's even more likely that you will experience gaps in knowledge or staffing.

Unfortunately, all this can have a compounding effect — as employees are stressed to their limits, they are, in turn, more likely to leave. But by augmenting your help desk support services, you can head these issues off.

IT HELP DESK SUPPORT SERVICES PROVIDE 24/7 COVERAGE

It's an always-on world. Your customers and employees expect you to be available 24/7, and if you're not, they'll quickly find someone who is. Alternatively, you may discover that help desk or security issues could arise in the middle of the night that will impact you the second you open the next day.

That's another reason IT help desk support services can be so valuable. They provide around-the-clock coverage so you don't have to. Many IT help desk support teams can provide personnel in other time zones who can be readily available — increasingly important in our remote, globalized world.

And because they're not part of your core team, you don't have to worry about them getting burned out. Using support services can help prevent burnout among your in-house employees — rather than having to relegate them to overnight shifts.

The beauty of using support services is that it frees up your internal team for other responsibilities. Otherwise, you could run support triage in the middle of the night for new implementations, deployments and projects. Your IT team could be quickly too burned out the next day to perform other tasks.

IT HELP DESK SUPPORT SERVICES CAN BE USED TO IMPROVE CUSTOMER SATISFACTION

...and improved customer satisfaction can further lead to improved employee retention.

It's a win-win. By using IT help desk support services, you can improve customer satisfaction while also freeing up your internal team to focus on more strategic tasks. The result is a more efficient, productive company that's better able to retain its best employees.

When routine tasks don't bog down your internal team, they can focus on more interesting projects that return revenue. They can also take the time to document processes and procedures — something that's often neglected when putting out fires.

The benefits of improved customer satisfaction, of course, go without saying — the happier your customers, the better your company will fare. The better your company fares, the better talent you will ultimately be able to afford, both in IT and otherwise.

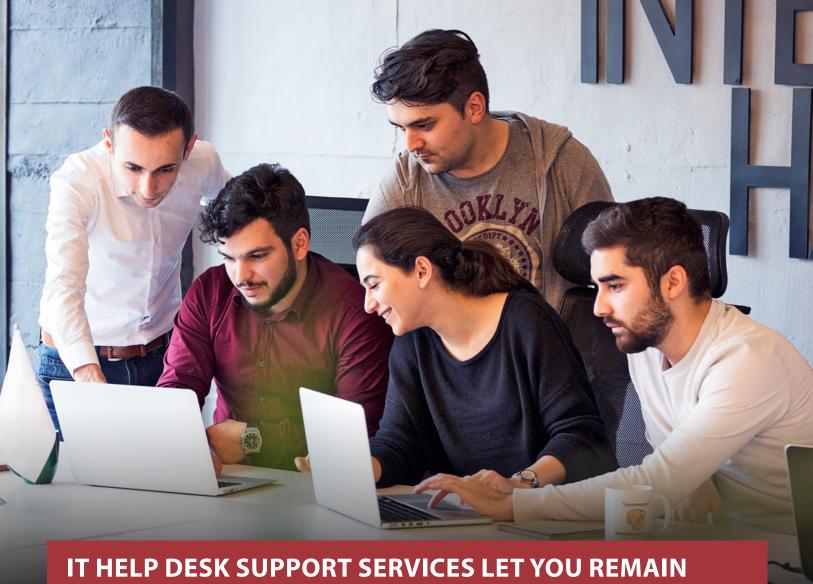# IT HELP DESK SUPPORT SERVICES CAN BE USED TO REDUCE COSTS

In many cases, IT help desk support services can save you money in the long run.

One of the most common mistakes companies make is to try to go it alone — they staff up internally to meet customer demand without ever considering if there's a more cost-effective way to do things.

But by using IT help desk support services, you can avoid these costly mistakes. The right provider will have the staff and infrastructure in place to meet your needs — without requiring you to make a significant upfront investment.

And because they're focused on providing support, they'll be able to do it more efficiently than your internal team ever could. That's why it's not uncommon for companies to see a reduction in support costs after switching to a support service.

In addition, IT help desk support services can often provide economies of scale that your internal team could never match. They may have access to discounts on software, hardware and other tools that you wouldn't be able to get on your own.

IT HELP DESK SUPPORT SERVICES LET YOU REMAIN AGILE WITH YOUR STAFFING

IT help desk support services can provide you the flexibility to staff up or down as needed.

If you have a sudden influx of customers, you can quickly add more support personnel to meet the demand. And if business slows down, you can reduce your support staff without worrying about layoffs.

This contrasts with traditional staffing models, where you're locked into a certain number of employees — even if you don't need them all. With IT help desk support services, you only pay for the support you need when you need it. And you don't have to worry about the impact on morale if you need to make cuts.

Today, remaining agile is more important than ever before. Many industries are undergoing tremendous changes. You may need the advantages of a more comprehensive IT help desk team… but you may not want the weight of hiring additional employees. Your help desk support service will help.

IT HELP DESK SUPPORT SERVICES CAN IMPROVE YOUR SECURITY AND TRAINING

When you use IT help desk support services, you can improve your company's security posture.

The right provider will have the necessary tools and expertise to implement best practices for securing your data. They can also train your team on how to use these tools properly. And they can help you provide better support to your employees — for instance, you will now have the technology and resources you need to enforce zero-trust or multi-factor authentication.

And because they're focused on providing support, they'll be able to do it more efficiently than your internal team ever could. Security can be a huge time sink for an organization, but it's also one of the most important elements of running a modern business.

If you engage with an MSP, they can help you not only with IT help desk support services but also with comprehensive security implementation, monitoring and training.

IT HELP DESK SUPPORT SERVICES STILL LET YOU CONTROL YOUR HIGHEST-LEVEL TICKETS

With IT help desk support services, you can still maintain control over your most important tickets.

You can create a tiered support system where your most important tickets are routed to your internal team, and the service provider handles the less important ones. This way, you can focus on the tickets that are most important to your business — and leave the rest to the experts. And you can modify this support system over time, as your internal team either grows or shrinks.

Many companies don't want to lose control over the tickets that are most important — either because they relate to important customers or important technologies. But the reality is that as churn continues and institutional knowledge is lost, you need to be able to focus and prioritize. You may not have the resources to handle all the tickets yourself.

Your IT help desk support service can help you create an intelligent triage system that will automatically direct the most important support tickets to relevant staff — while still protecting your time and energy.

TAILOR IT HELP DESK SUPPORT SERVICES TO YOUR EXISTING AND FUTURE TECHNOLOGY

When you use IT help desk support services, you can get the support you need for your current technology — and the flexibility to adapt as your technology changes.

Your service provider will have experience with a wide range of technologies. They'll be able to provide support for everything from desktop operating systems to cloud-based applications. And as new technologies come on the market, they'll be able to adapt their support offerings to meet your needs quickly.

This contrasts with hiring a traditional IT team, who may only be familiar with a few technologies. Imagine training your in-house staff on a single SAP system only to change up your entire technological ecosystem later; you would have invested an extraordinary amount of time and money into a technology that you no longer use and must re-train on.

Ultimately, IT help desk support services are more flexible than training in-house staff. This flexibility shows in budget, training, specialization and availability. Having a core of internal IT members can be enough to create a strong company culture and foundation — while having auxiliary out-of-house talent helps provide your internal team with the resources that they need to grow, thrive and succeed.

HOW CAN YOU USE IT HELP DESK SUPPORT SERVICES TO SUPPLEMENT YOUR IN-HOUSE TALENT?

IT help desk support services can improve customer satisfaction, reduce costs and provide flexibility to staff up or down as needed. By taking advantage of these services, you can best utilize your existing internal team rather than replacing them.

But how do you find the IT help desk support services that your in-house talent needs?

The answer is simple: by partnering with an experienced, reputable provider.

A good provider will have a deep understanding of the IT landscape and will be able to offer a wide range of services to support your in-house team. They should also have a proven track record of delivering excellent customer service.

When you partner with the right provider, you'll be able to improve your company's efficiency, productivity and bottom line.

If you want to find out more about IT help desk support services, it's time to contact the experts. Connect with Red River to find out more about the advantages of outsourcing IT help desk ticketing and support.

ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 25 years of experience and mission-critical expertise in data center, security, networking, analytics, collaboration, mobility and cloud solutions. To learn more, visit redriver.com.