



Red River

**THE BENEFITS OF
AFTER-HOURS
HELPDESK SUPPORT**



We live in a globalized world — a world in which 24/7 is the new normal. If your employees are in Canada and your clients are in France, when do you set your business hours?

“After-hours” 24/7 help desk support keeps your business operations running smoothly — even when your team is out of the office. We live in an always-on, always-connected world. Your technology strategy must match.

Reward the productivity of your late-night employees — or make sure that your vendors can reset their portal password without disruption. After-hours helpdesk support gives your organization the support it needs to keep things moving.

Explore the benefits of after-hours help desk support.



WHY DO YOU NEED AFTER-HOURS SUPPORT?

You come in at the beginning of the day, and the system is down. How many work hours will be spent — and how much productivity will be lost — troubleshooting the system and getting it back online?

Technology doesn't (or shouldn't) sleep. But you and your team do. After-hours support keeps your system up, so it's available when you are.

GET MORE WORK DONE WITH FASTER TIME-TO-RESOLUTION

Issues don't always happen during regular business hours. Regardless, they must be resolved quickly. After-hours support speeds up resolution times to help your employees finish their work. Employees will spend less time troubleshooting their own systems because they have experts to help.

Minimizing downtime is critical to efficient, effective operations. When there's a technological bottleneck, everything comes grinding to a halt. Consider your after-hours support team a guarantee that everything will work when it's supposed to.

For enterprises, the average cost of downtime is \$9,000 a minute. That includes lost productivity and lost opportunities. If you don't want to lose \$500,000 of your organization's revenue an hour, you must keep your systems up and running.



INCREASE THE SECURITY OF YOUR ORGANIZATION

Security is everything. But now that everything is on the cloud, the security landscape and attack surface have radically increased. After-hours helpdesk support reduces the risk of security vulnerabilities in three ways.

Security Vulnerabilities and Breaches Are Eliminated Quickly.

If you don't have an after-hours support team, a system breach could occur in the middle of the night — and it could be hours before it's addressed. The damage to your system could be severe. But an after-hours support team can address security issues as they occur, rather than leaving your system vulnerable

Employees Are Less Likely to Engage in Self-Service IT.

If you don't have after-hours support, employees might try to fix technical problems themselves. This puts your system at risk from a security perspective. If an employee does not understand the technology, they could make mistakes that lead to vulnerability breaches or data loss. After-hours support ends the need for self-service IT, by providing always-on customer support.

Internal IT Teams Have More Time for Security Management.

Your IT team can't work 24/7. After-hours support gives them more time to focus on security management and compliance activities — rather than putting out fires. With an after-hours helpdesk team, your IT staff can use their time to develop proactive security strategies that reduce the risk of vulnerability breaches and data loss.



IMPROVE THE EMPLOYEE EXPERIENCE

Your employees drive your business. Reduce their frustration with the assurance that they can access help and troubleshoot their systems whenever necessary. Let them work from home, and at the hours they feel most inspired. Whether it's late at night or early in the morning, after-hours helpdesk support ensures that their systems won't fail them.

Employees don't leave their companies because of salaries. They leave their companies due to frustration. Sometimes the frustration is with management — other times, they don't feel they have the tools and the support they need to get the job done.

And the better your employee experience, the better your customer experience. Your employees will deliver the best products and the best services when they feel their best. By improving the employee experience, you really improve all layers of your organization.

DECENTRALIZE YOUR OPERATIONS

Does your enterprise want to spread across the globe? Start decentralizing your operations with after-hours support. Work with employees in other time zones and even other countries. Engage with customers and vendors across the world.

But after-hours helpdesk support isn't just for enterprise organizations. Even small and medium businesses can benefit from a 24/7 technical service team. It's no longer necessary to have a physical office location to do business.

Companies are increasingly turning to remote workers and decentralized operations, which has helped to reduce overhead costs. With after-hours helpdesk support, employees can work from anywhere and still have access to the same level of technical assistance as an in-house team.



IMPROVE YOUR CUSTOMER EXPERIENCE

After-hours helpdesk support provides customers with the assurance that their issues will be addressed promptly, which leads to improved customer satisfaction and better overall experience. Today's customers have a lot of choices. They can be demanding. Frequently, they want service under their terms.

So, if your company can't meet their needs, they'll find someone else who can. After-hours helpdesk support ensures that you're available to them whenever they need assistance — which leads to better customer experience, higher customer satisfaction and lower customer churn.

REDUCE YOUR COSTS ACROSS THE BOARD

After-hours helpdesk support costs less than staffing your own IT team. You don't need to pay for physical office space, salaries or benefits. With after-hours helpdesk support, you can enjoy lower overhead costs and more efficient operations.

This helps reduce the cost of doing business and frees up funds that can be used in other business areas. After-hours helpdesk support is an excellent way to maximize resources and ensure that you can provide exceptional customer service at all times.



GET BROADER AND MORE SPECIALIZED SUPPORT TEAMS

When you work with an after-hours helpdesk team, you get access to more experienced and specialized agents. This support gives your company access to highly trained professionals who can provide reliable solutions to any technical issue.

With this level of expertise, your team can handle a wider range of tasks quickly and efficiently, which leads to faster resolution times and a better customer experience.

Let's say you have a project that needs twenty people to fix it immediately. Your MSP can help you with that. Let's say you have a project that needs a network architect immediately. Your MSP can help you. These are resources you wouldn't have available on your internal team.

REDUCE THE WORKLOAD OF YOUR INTERNAL IT TEAM

With after-hours helpdesk support, you don't have to keep your internal IT team working on weekends or late at night. This frees up their time to focus on larger projects and initiatives — instead of dealing with endless customer service requests.

Plus, when you have a reliable and trustworthy partner handling your technical support, your internal IT team can trust that the quality of service won't be compromised. This helps to reduce stress levels and makes for a more successful workplace.

By deploying after-hours helpdesk support, you can improve the employee experience, enhance customer satisfaction, reduce costs, get access to specialized experts and free up your internal IT team — all of which can help you achieve more.



PREPARE YOUR ORGANIZATION FOR SCALE

As your business grows, so do technical support and customer service requests. After-hours helpdesk support can help you scale quickly and efficiently to ensure that all customer queries are addressed promptly.

Plus, with the right partner, you can access more advanced technologies and solutions — allowing you to better meet rising demands without additional investment. This helps you remain competitive and get ahead of the competition.

By deploying after-hours helpdesk support, you can ensure that your business is always ready to scale quickly and efficiently — making it easier to meet customer demands and level up your business operations.

REMAIN COMPETITIVE WITHIN YOUR FIELD

It's very likely that other organizations within your industry already have after-hours support. If you want to remain competitive within your market, you must have the same level of service — otherwise, you won't provide the same level of productivity and efficiency.

By providing after-hours helpdesk support, you can ensure that customers come to you for their needs — instead of going elsewhere. Today, many customers and vendors will simply build relationships with other companies rather than try to work things out with a difficult organization. Likewise, employees may simply stop working or may try to solve their own problems — sometimes to disastrous effect.

Everything that improves helpdesk support gives you a competitive edge. But today, after-hours support just helps you stay competitive — without it, you could be at a disadvantage.



REDUCE YOUR VULNERABILITY TO CHURN

Maintaining an internal IT department is great. But if you rely on internal IT, what happens when you lose an employee and need to hire another? Or what if you need to scale quickly and don't have enough resources on hand?

By deploying after-hours helpdesk support, you can reduce the challenges of employee churn. You won't be relying on internal staff to provide support, and you won't need to worry about the loss of generational IT knowledge as they go.

NEVER WALK INTO CHAOS AGAIN

As in our earlier example — have you ever walked into the office and your systems were already down? With after-hours helpdesk support, you never have to worry about that again.

With 24/7 coverage, your problems can be found and fixed before they cause major damage to your business. This limits downtime, which saves you money and helps keep customers happy. Plus, if something does happen overnight, your technicians will be ready to start working on it right away.



WHAT'S HOLDING YOU BACK FROM 24/7 SUPPORT?

After-hours helpdesk support is a fantastic way to ensure that your organization can supply reliable technical services whenever employees, vendors and customers need them most. You get access to more experienced agents, improve your customer satisfaction and lower your overhead.

So, what's holding you back?

WHAT ABOUT THE COST?

The cost of after-hours support may be a factor, but the long-term savings and improved customer experience will more than make up for it. Plus, some providers offer flexible payment plans that can help ease the financial burden.

It's also important to remember that after-hours helpdesk support isn't just about being available 24/7. It's about providing the highest level of customer service, no matter when customers need it.

WHAT ABOUT YOUR INTERNAL SUPPORT TEAM?

Your internal support team doesn't have to take a backseat when you deploy after-hours helpdesk support. In fact, with the right partner, you can free up your IT staff and allow them to focus on larger projects or initiatives instead of dealing with endless customer service requests.

By using after-hours helpdesk support, you can improve the customer experience and reduce your costs — all while freeing up your internal team to do what they do best: innovate.



WHAT ABOUT THE QUALITY?

You may be concerned that an outsourced team won't deliver the quality of work that you've come to expect from your internal team — or worry they may not represent your brand correctly. You might even worry that they could present a security risk.

When it comes to quality, look for a provider that can meet your needs. Start by researching the different options and comparing their services. Make sure they have qualified agents with experience in your industry, as well as reliable tools and technology for fast issue resolution. You'll find that they are experts at what they do.



WORK WITH AN MSP FOR ALL YOUR SUPPORT NEEDS

Working with an MSP offers more than just 24/7 support. An experienced MSP can provide the expertise, resources and tools needed to monitor IT systems and resolve issues quickly at any time of day for any system infrastructure.

From managing your IT infrastructure to helping you select the right hardware and software for your organization, an MSP helps ensure you get the most out of your technology investment. Plus, by taking on some of the responsibility for supporting your systems, you can ensure better uptime and performance.

An MSP is a partner you'll have on your side throughout all your technological challenges. Find out more today by connecting with Red River.



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.