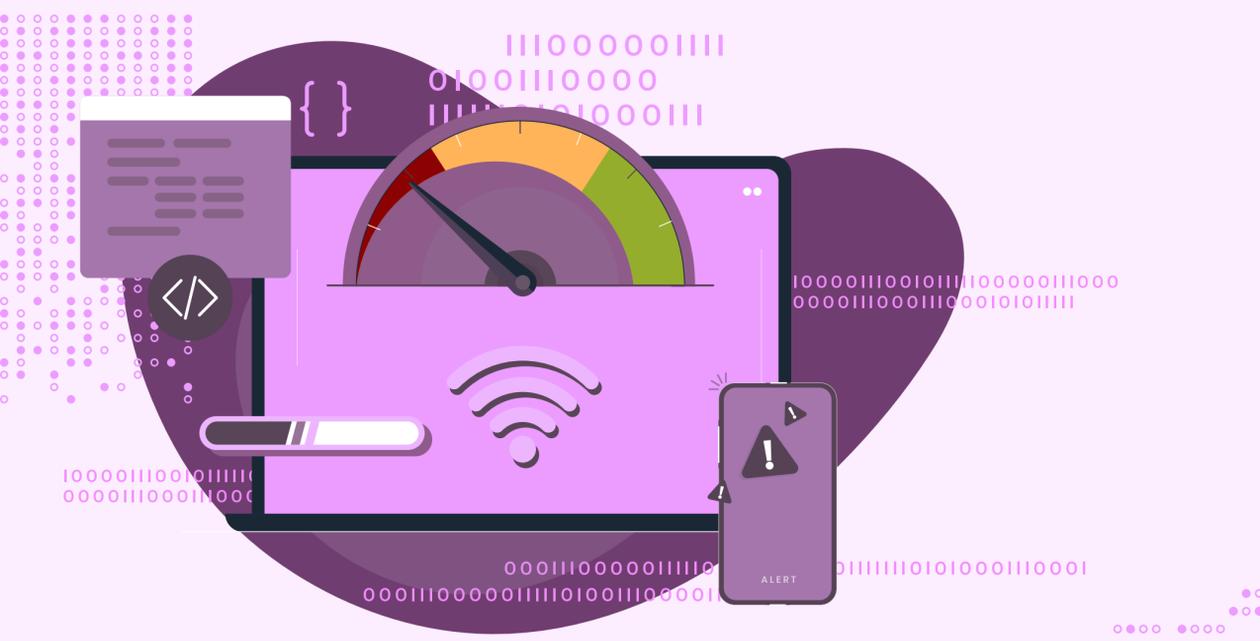


ENSURE SEAMLESS IT SUPPORT TO HELP YOUR BUSINESS OVERCOME 8 COMMON CHALLENGES



The IT support team is a critical cog in the smooth running of any organisation. But as businesses evolve, help desks are often confronted with new headache after new headache.

Whether you're expanding, deploying new technologies or widening your talent pool, operational changes have a knock-on effect on your IT team and its ability to provide high-quality support across your entire organisation.

One of the best ways to ensure your IT support team continues to meet ever-changing business needs is by pre-empting challenges so you can tackle them head-on. Let's look at the top 8:

1. SCALING STRUGGLES

When your business grows and takes on new staff, you want them up and running as quickly as possible. But setting up new users, managing devices, licenses and governing permissions is a time-consuming task for your IT team. In contrast, scaling down often means reduced IT budgets, meaning the team becomes over-stretched and user support deteriorates.

2. NO MORE 9-5

Traditional office hours are no longer the norm for many organisations. Flexible working now gives businesses and employees more adaptability than ever – but IT teams are now required to provide out-of-hours cover. This contributes to patchy support coverage, staff churn and higher overtime costs.



3. TIME ZONE TROUBLES

Many organisations extend their talent pools by hiring permanent remote workers or recruiting people for overseas projects. With workforces in different cities, countries and time zones, there's increased need for round the clock IT assistance. Quality of support, response times and employee productivity may all decline.

4. MERGERS AND ACQUISITIONS

Expanding the business by combining with or acquiring another organisation means IT teams are required to merge different systems and technologies – and often time is of the essence to maximise productivity. Resolving IT issues can result in downtime, user problems and frustration, security breaches and operational headaches.



5. WORKFORCE WOES

When IT issues mount up, staff complaints rise and workforce morale plummets. Organisations need full first, second and third-line IT support to ensure all staff can be productive and minimise frustration. But recruitment, retention and training challenges make it harder than ever for IT departments to meet growing demand.

6. NEW TECH, NEW ISSUES

New tech to improve your business is good news. But someone has to set it up and keep it running. Your IT team has to continually update skills and provide specialist support across an evolving technology stack. Failure to deploy new technologies quickly and roll out crucial security and performance updates to everyone can impact productivity and leave your organisation vulnerable to breaches.



7. PRODUCTIVITY PROBLEMS

When unresolved IT issues cause downtime, there can be a knock-on delay to project delivery. This has serious implications for client relationships, project costs and business reputation - meaning pressure mounts on the IT team. But when the support desk is overwhelmed, they don't have time to improve processes.

8. SECURITY STRESSES

With cyber risk growing every year, no wonder organisations are increasingly concerned about operational vulnerability. If your IT team is drowning in tickets, they won't have the resources to detect breaches effectively and resolve issues quickly.



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At Creative ITC, we don't just put a bandage over your IT issues until they inevitably return. When you opt for one of our bespoke Support as-a-Service (SUPaaS) solutions, you gain the expertise of our skilled engineers who can provide a cure.

We tailor our SUPaaS to your individual requirements, so you can be sure your entire organisation always receives the IT support it needs as your business evolves. Delivered as a fully-managed, flexible solution, call on our first, second and third-line expertise to boost your in-house capabilities as and when you need it. We're here to help 24 hours a day, 7 days a week, 365 days a year.

We do more than just help with short-term fixes. We'll also identify trends and give you proactive, expert recommendations to help you improve your IT support function over time so your business reaps long term rewards.

Say goodbye to infuriating recurrent problems and downtime, and say hello to a headache-free IT support solution that empowers your business to unlock the full benefits of your technology investment.

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