My mouse is broken. Can you just fix it now, so I don't have to raise a ticket?

I'm handing in my notice because I got a higher paying job as a Second Line Support Engineer.

Dave called in sick again and Aisha's on holiday. We're going to have a massive backlog of tickets to deal with!

I've been on hold for 15 minutes waiting for IT support!

Sound familiar? We get it. Running an in-house IT support team is incredibly complex and, at times, unpredictable.

Unfortunately, that's not going to change any time soon. The traditional IT Support Desk is no longer set up to handle the demands of the evolving workplace. Now, it's time for a change.

In this guide, we'll delve into some of the challenges internal IT teams face and the negative impact they can have on organisations. Drawing on real-world experience and business outcomes, we'll also share how you can implement a bespoke solution to tackle those issues head-on and claim back time to focus on more strategic business activities.

WHY ARE IN-HOUSE IT SUPPORT TEAMS STRUGGLING?

MIND THE GAP

It's inevitable that members of your team will need to take sick days from time to time, head off on well-deserved holidays, or leave for pastures new. However, when there are only a few people left to support hundreds of employees, tickets quickly pile up. As organisations evolve, there are various factors that can make that pile even more unmanageable, such as:

- Business growth
- Mergers and acquisitions
- New services, technology, apps or software updates

As the gap between business need and IT support availability widens, wait times escalate, productivity takes a hit across the business, frustrations grow and employees start hovering near the support desk in a bid to skip the queue.

To make matters worse, whilst your team is focused on fighting fires all day, the organisation is exposed to serious security risks as alerts fly under the radar. With the UK government estimating that cybercrime costs companies a staggering £9.2 billion annually, that's a risk that very few can afford to take.[1]

CO-ORDINATION CONUNDRUMS

Effective triage and prioritisation of tickets are paramount, but that requirement often presents an entirely different problem. Co-ordination between triage and fixes at level one to in-depth support and expertise at levels two and three can be tricky. Not all companies have the budget to keep every level in-house, or offer specialist training and qualifications. Consequently, they rely on third parties to resolve more complicated tickets. But, if the organisation's IT infrastructure and tech stacks are complex, in-house support engineers and end users could wind up being passed from pillar to post.

Of course, you could hire temporary staff to fill in the gaps. But is that a help or a hindrance? Not only do temp hires typically charge a higher fee per hour to cover agency costs, they may also require the same training as a permanent hire in order to be effective. However, with their workload already overflowing, existing staff may not see the value in developing temp workers' skills as it eats into valuable time and won't garner long-term benefits.

TIME ZONE TURMOIL

Picture this: it's 12am on a Tuesday and you're fast asleep. Out of nowhere, your phone disturbs the peaceful silence as it starts to ring. Bleary eyed, you squint at its painfully luminous screen and see that the call is coming from an employee in California. It's 4pm over there and their computer has stopped working in the middle of an important project. They need IT support *right now*.

As the nine-to-five becomes a relic of the past and more people work flexibly from anywhere in the world, businesses will need to be able to provide efficient IT support around the clock. The problem is, even the biggest organisations don't always have the budget to hire more people, leaving the burden on existing employees to be available at all hours.

Aside from contributing to poor employee satisfaction and high turnover rates, out-of-hours calls may also result in issues taking longer to fix. Typically, the whole IT team isn't on call at the same time, so there could be significant knowledge or skills gaps when someone needs help with a specific problem outside of the UK team's usual hours.

IRRITATING INEFFICIENCIES

As we mentioned earlier, hiring temp workers can be a costly and ineffective solution for plugging gaps in teams or providing additional support to growing businesses. But what about adding someone on a permanent basis? The cost of hiring a new permanent employee on an average UK salary of £30-40,000 (based on data from the Office of National Statistics) is an eye-watering £81,200.56, when you take into account factors such as recruitment fees, NI and pension contributions and training[2]. And that's assuming everything works out well. A bad hire on a similar salary level could set you back by around £132,000.

But the damage of a bad hire doesn't end there. You'll often find that any additional training requirements, knowledge gaps, mistakes, poor work ethic and so on create glaring inefficiencies that put the business in a far worse position than before.

The good news is that, although these issues are common, you don't have to put up with them. By outsourcing IT support to enhance your current internal capabilities or handle entire functions, you can transform your operations for the better. Read on to learn more.

A BAD HIRE CAN SET YOU BACK BY AROUND

£132,000

[1] the-cost-of-cyber-crime-full-report.pdf (publishing.service.gov.uk)

[2] What is the Cost of Hiring Someone in the UK? - NerdWallet UK

[3] Do you know the true cost of a bad hire? - Protocol

IS THE STANDARD APPROACH TO YOUR IT SERVICE DESK NO LONGER UP TO SCRATCH?

When it comes to improving your IT service desk operations, there are several solutions on the market. But they're not all created equally. At Creative ITC, we don't believe in a standard 'one-size-fits-all' approach to delivering Support as-a-Service (SUPaaS). Instead, we take the time to shine a light on your challenges (even the ones you didn't realise were there) before advising you on a solution that's as unique as your business.

When you opt for SUPaaS through Creative ITC, you benefit from:

- 24/7/365 support from our UK-based Centre of Excellence, which is comprised of over 70 highly certified engineers and subject matter experts who can guarantee a reliable support experience

- Lower risk of IT outages and user downtime

- Reduced recruitment expenses

- Enhanced productivity across the organisation

- Better employee experiences

- More time for internal resources to focus on strategic work

- Improved service level agreements with internal stakeholders

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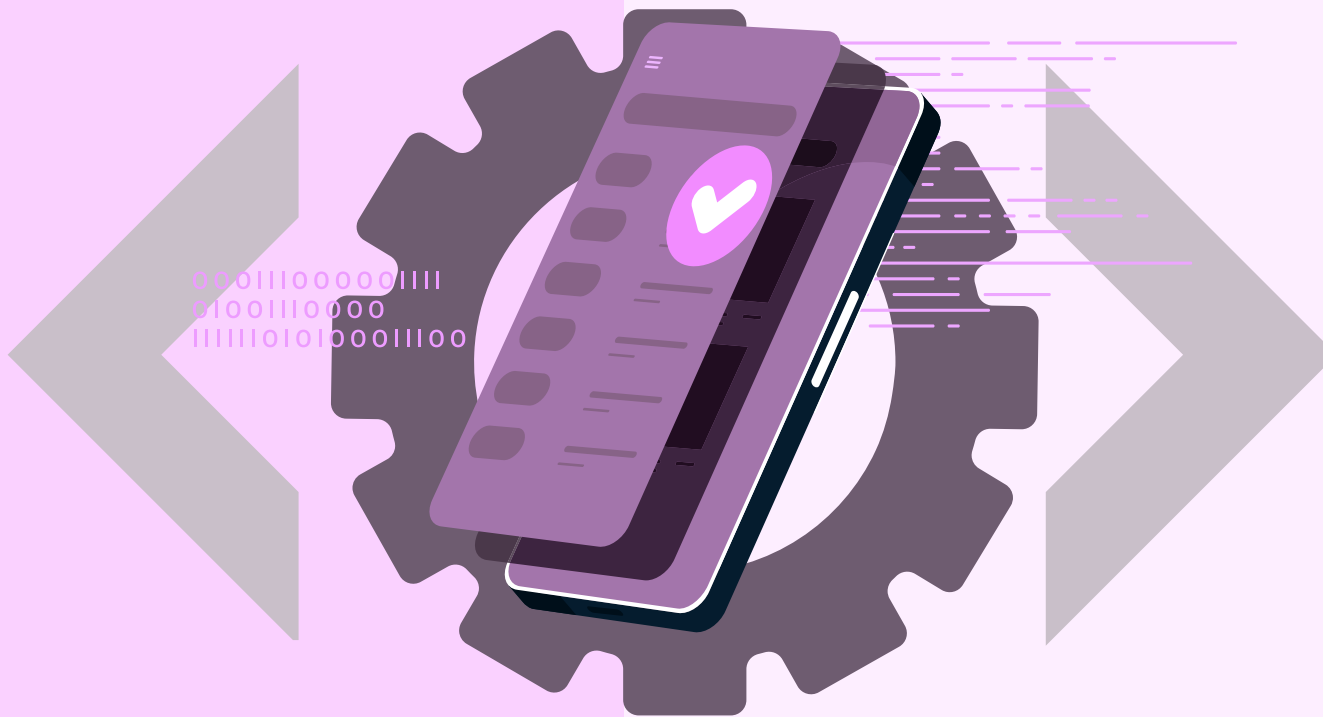
There's a huge difference between an ordinary IT provider and a true partner. Creative's relentless focus on customer enablement, speed, agility and seamless service ensures critical business operations continue uninterrupted. Creative ITC continues to deliver excellent 24x7x365 experience to all Vertex employees.

"

Cameron Williams
Chief Information Officer, Vertex Energy

DELIVERING EXPERT, FLEXIBLE IT SUPPORT YOUR WAY
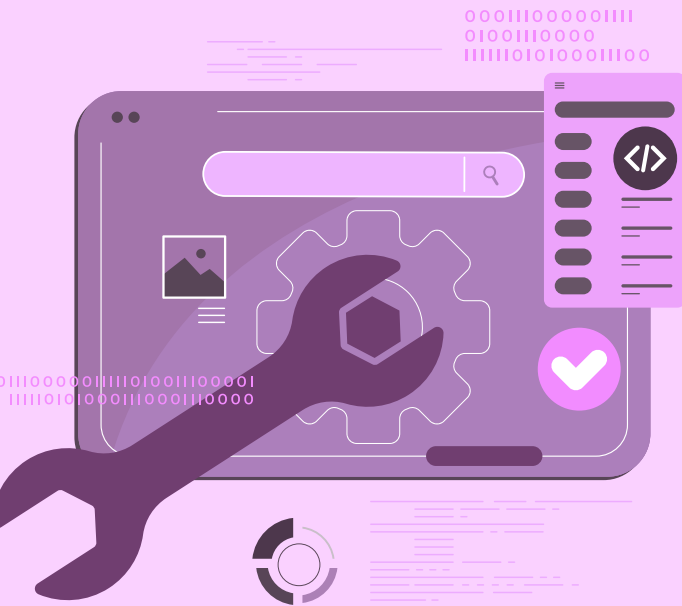
We offer three types of support model that can be tailored, mixed and matched, and flexed to meet your needs:

END USER FIRST MODEL

The end user first model is designed to provide efficient first-line support services to your business. With Creative's 24/7 Technical Service Desk serving as the first port of call for support requests, our skilled engineers will triage issues before offering initial troubleshooting and/or admin assistance to end users.

Should the complexity of the support request exceed the first-line scope, the team will escalate it to second or third-line support and carry out end-to-end management of the case to ensure end users have great experiences.

This model is ideal for in-house teams that find themselves getting bogged down by routine support and user issues. By offloading these time-consuming tasks to Creative ITC's capable engineers, your team will gain the freedom to concentrate on higher-priority activities.

TECH2TECH MODEL

The Tech2Tech Model offers specialised support directly to your internal IT function. It includes second to third-line support services that cater to complex and advanced requests arising from escalation of first-line triage.

As a customisable model, you can use Tech2Tech to address specific technologies or systems, or even the entire IT environment. What's more, its round-the-clock technical support can be easily extended to encompass fully managed services for one or multiple technologies.

Tech2Tech is a perfect, cost-efficient solution for organisations that want access to specialised technology services without needing to expand or upskill their current IT team. You can also call on the expertise of our level 2 and 3 engineers to provide emergency support for Priority 1 issues 24/7/365.

TOTAL SUPPORT MODEL

With our Total Support Model, you gain a comprehensive technical support solution that provides expert end-to-end assistance—encompassing first-line user engagement and second/third-line technical support via the 24/7 Service Desk. Better still, we'll assign you a dedicated Service Desk Manager who oversees the entire process to ensure everything runs smoothly and efficiently.

Use Total Support either to enhance your existing capabilities or as a complete replacement for the current IT function. Where needed, we can also integrate your in-house IT team into the service to form an on-site presence. Alternatively, our experienced engineers can also visit your premises to resolve issues onsite where required. This flexibility produces a seamless, tailored approach to meet your specific requirements and optimise the IT support experience.

As a result of outsourcing to our Total Support Model, you'll enjoy streamlined IT operations, enhanced support quality and expanded technical capabilities. As such, you can focus on core business objectives with the peace of mind that any IT support needs are in capable hands.

HOW A LEADING ENGINEERING COMPANY ENHANCED ITS IT SUPPORT WITH CREATIVE ITC
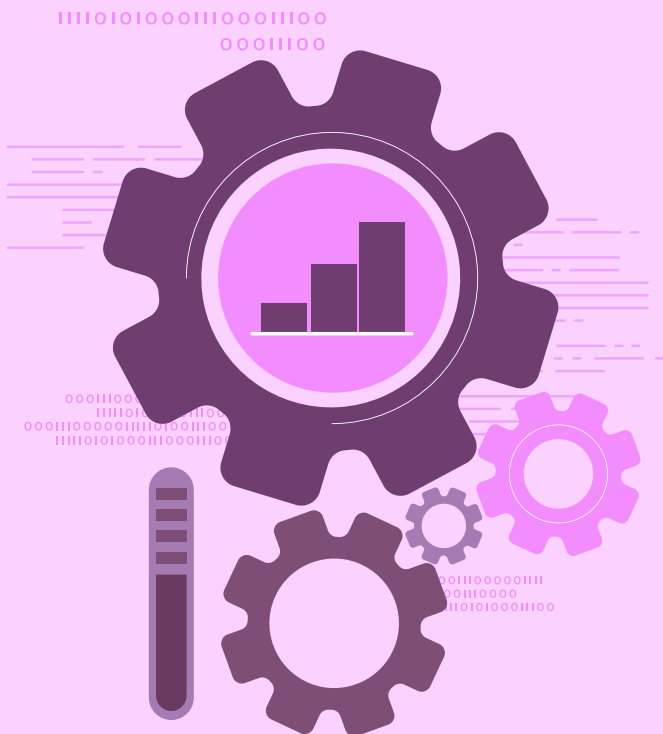
A leading multidisciplinary engineering business had enlisted the help of an MSP (managed service provider) to boost its in-house IT service desk delivering support to 3,000 staff across five business units. However, despite the external assistance, the organisation was still struggling to meet its growing IT requirements. Subsequently, the company reached out to Creative ITC to improve the function and provide effective, efficient IT support.

THE SOLUTION

Tailored to meet the company's needs, Creative's bespoke IT support solution included:

- Better prioritisation and allocation of tickets to ensure rapid response to user requests
- Improved escalation processes to accelerate resolution of issues by technology specialists
- Greater efficiency to tackle recurring issues
- Building the IT team's knowledge base to boost the number of first-time fixes
- Proactive insight and recommendations to improve the IT Support function

THE RESULT

In just a few months, the company has enjoyed the following benefits:

108% increase in tickets resolved per day

116% increase in calls taken per day

32% decrease in call waiting times

Creative's experts also analyse trends and make recommendations, helping the business to reduce helpdesk volumes, provide operational efficiencies and achieve cost savings, as well as enhancing the end user experience. The company is also now in a position to implement further strategic IT improvements.

WHY IS CREATIVE ITC THE IDEAL CHOICE FOR AEC COMPANIES?

When it comes to understanding the unique challenges of AEC companies, you couldn't be in better hands. We've been designing, delivering and optimising game-changing technology solutions within the industry for 20 years, and our senior team and many of our technical specialists have vast experience working in the sector. That's why many of the world's leading AEC companies choose Creative ITC.

You can rest assured that our first, second and third-line support engineers know how to handle any and all IT tickets that come their way—from VDI and industry-specific design and visualisation applications to network and infrastructure issues. Our unparalleled experience means we know how and when to escalate complex issues to our own specialists, or when to bring in the vendors directly to rectify problems and get you back up and running faster than you can say, "Support as-a-Service".

Our motto is 'good is never done'. We have consistently grown and invested in our technical support team. We recruit the best engineering talent and continually push them to advance their technical certifications to achieve the highest qualifications in their field. Along with Cisco Gold and NetApp Platinum partner status, we were the first cloud service provider in the UK to be awarded all seven VMware Master Service Competencies, joining only a handful of elite partners worldwide to earn that distinction. We maintain the highest certifications with all our partners, who include many of the world's leading technology providers—from established global giants through to emerging innovators. Plus, we also conform to numerous quality standards, including ISO 9001, 14001 and IEC 27001 for Information Security management. With legacy systems and business apps increasingly moving to the cloud, the Creative ITC SUPaaS solution provides the perfect cloud-based, ITIL-ready solution, underpinned by detailed processes and the latest IT management best practices. That end-to-end experience ensures that our engineers have the deepest understanding of everything from virtualisation to cybersecurity and network issues.

By choosing Creative ITC, you're not simply putting a bandage over your IT issues and hoping symptoms won't return. You're investing in a team of skilled professionals who can provide a cure. We'll analyse data and identify trends to spot persistent issues that enable us to give you proactive recommendations. We'll meet regularly with all stakeholders to make sure we maintain the very highest service standards, meet and exceed your expectations, and help you improve your IT support function over time.

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

Simply put, our success is built on delivering outstanding customer experiences. And we never, ever forget that.

THAT'S WHY WE'RE TRUSTED BY LEADING COMPANIES IN THE AEC SECTOR:

AtkinsRéalis | bam | Foster + Partners

SHEPPARD ROBSON | RSHP | BENOY

WilkinsonEyre | DCA | VolkerWessels

AHR | POPULOUS | EPR ARCHITECTS

BroadwayMalyan BM | AECOM | ARUP

CSDENGINEERS+ | ALLFORD HALL MONAGHAN MORRIS | ferris + sloane

Feilden Clegg Bradley Studios | Allies and Morrison | aukett swanke

Bryden Wood | Thornton Tomasetti | SGP

DISCOVER WHAT YOU CAN ACHIEVE WITH CREATIVE ITC

Want to see how Creative ITC can transform your IT support function?
Arrange your free, no-strings consultation today!

E: enquiries@creative-itc.com

T: +44 (0)20 7682 2820

Creative ITC