System Update Required

5 Signs That it's Time for a New IT Provider

INTERSYS.uk





‘Your call is important to us’

Your IT provider used to be great. They were quick to fix issues and keep your team working. You even knew your account technicians by their first names.

But things have changed. You don’t get to speak to the same people anymore. Sometimes, you don’t get to speak to anyone at all.

Your business is trying to power forward, but you feel like poor IT is holding you back.

It might be time for a change. This isn’t personal, it’s about your bottom line.

So, let’s talk about your bottom line...

The cost of poor IT support

High-quality IT is CRUCIAL to your productivity, reputation and success. If you're not getting it, this is almost certainly what's happening:

- **Productivity losses** – employees are waiting for fixes or working inefficiently.
- **Reputational damage** – customers are leaving negative reviews.
- **Morale issues** – inefficiency leads to apathy among colleagues.
- **Security breaches** – your business is vulnerable to financial and reputational losses.

One report suggested employees waste an average of 6% of their time due to tech problems. That's 27 minutes per day, 2.5 hours per week and over one day per month – PER EMPLOYEE!

If your IT is poor, your bottom line is taking a hammering.

But is it poor? Here's 5 signs to look out for.



* IT downtime:
https://www.techrepublic.com/article/it-failures-cost-uk-companies-35b-per-year-in-productivity/#:~:text=Some%2032%25%20of%20workers%20in,report%20from%20Managed%2024%2F7.



‘I can only listen to so much canned Daft Punk’

1: Slow response time

When your people are made to wait and wait for the right fix, it’s costing your business. Imagine NOT getting prompt support in these scenarios:

- You’ve lost an important presentation and the pitch is imminent.
- A system-wide failure across your phones means you are failing to answer customer queries.
- You suspect a security breach, and you need help NOW.

What to look out for:

Sound out your team. Are poor response times an occasional or frequent issue? You could even ask your IT partner for their response data for the past 12 months. If the numbers don’t look good...

2: Recurring problems

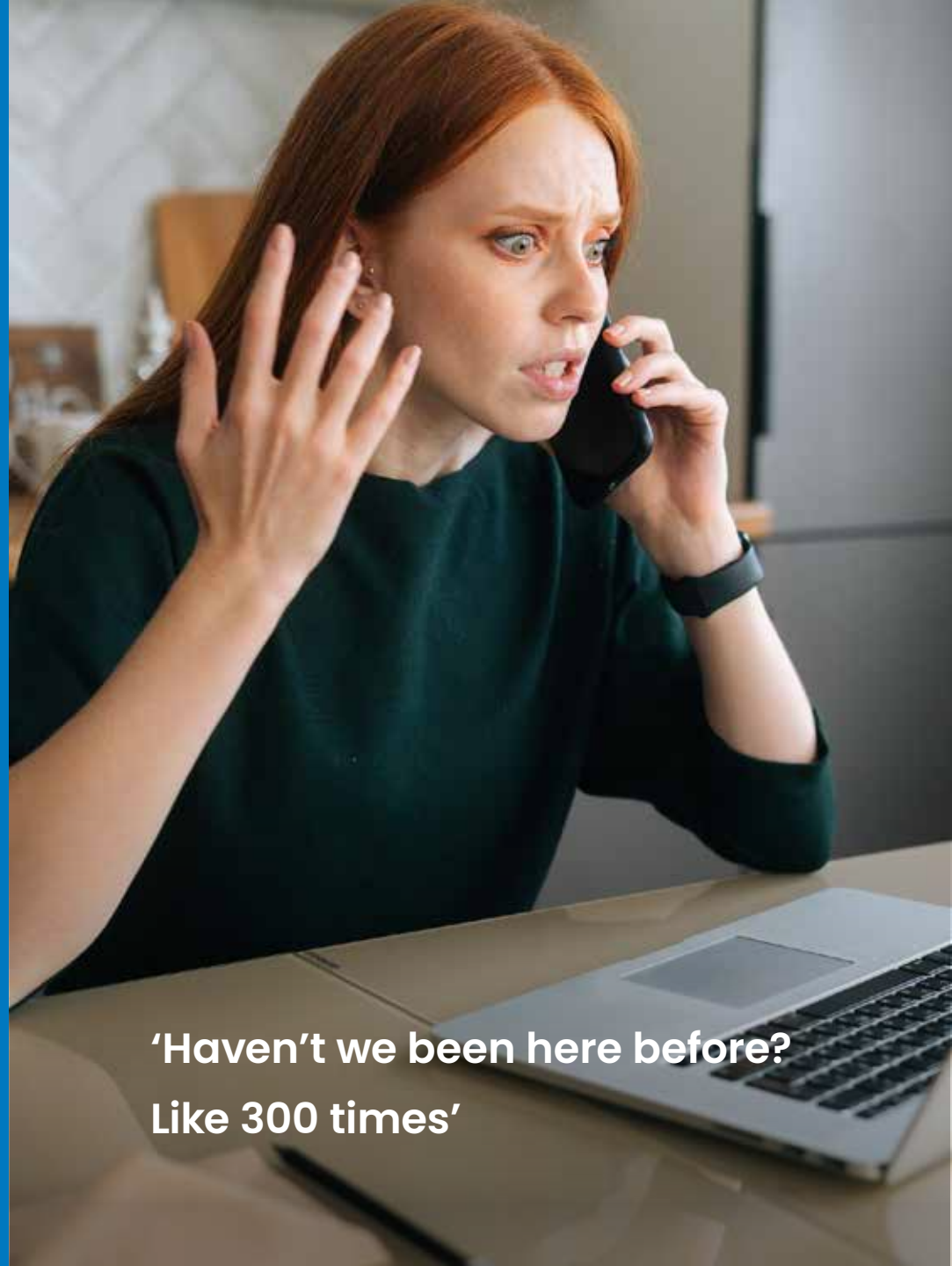
You're experiencing the same IT problems again and again. This means the same disruptive issues KEEP occurring and your people are spending more and more time contacting IT support.

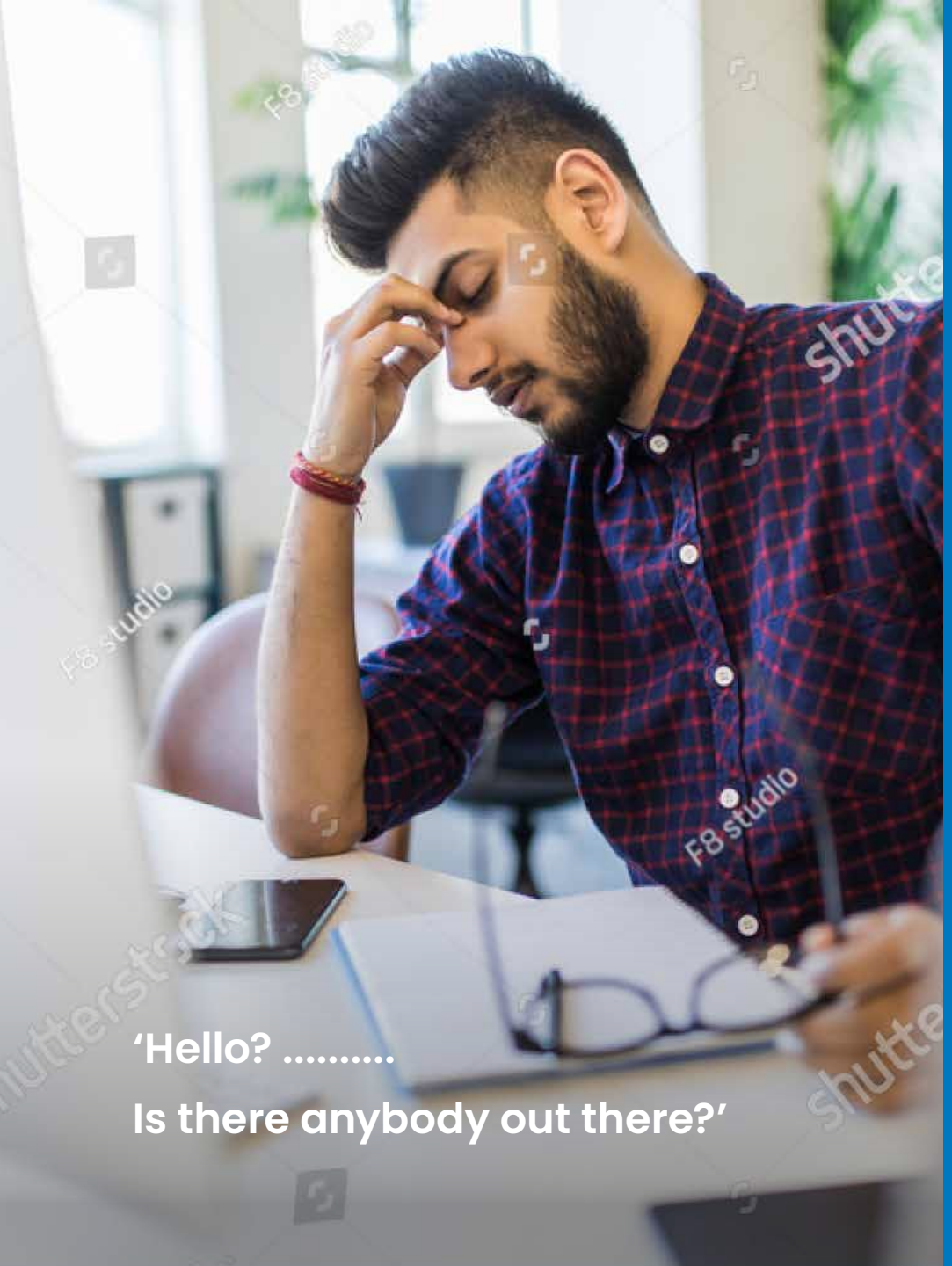
Your IT provider is clearly firefighting and delivering a superficial service – and not providing the root-cause analysis that will provide a permanent fix.



What to look out for:

Are team members losing faith in your provider and becoming their own IT department? Spoiler alert: this rarely works. And why should you want it to? You're PAYING for expertise, after all.





3: Lack of contact

There’s two kinds of IT support – **reactive** and **proactive.**

- **Reactive support** attempts to fix problems. Your IT partner will only respond when you shout.
- **Proactive support** fixes problems and works to ensure they don’t happen in the first place. The team will undertake regular reviews to discuss your long-term business goals and assess performance.

What to look out for:

Little or no communication beyond individual tickets and fixes. Also, your provider is a revolving door of ever-changing personnel and your primary contact changes frequently. These are signs of failing business practices that could impact you – big time.

4: Poor customer service

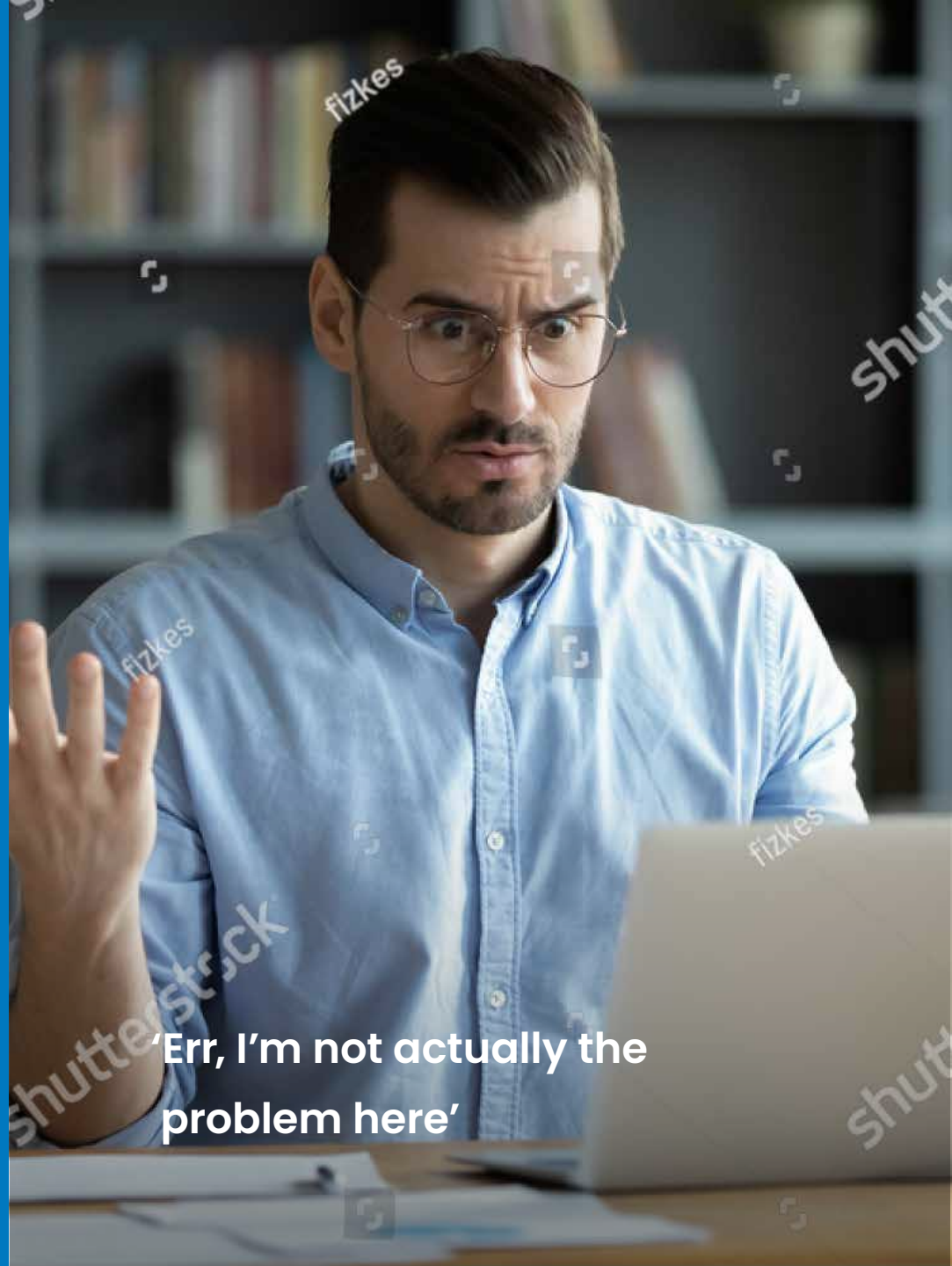
Contacting your IT provider SHOULD bring relief. Hooray, someone's going to provide a fix.

Too often, however, it simply doubles up the pain because you're dealing with IT issues AND tin-eared technicians. These things happen, far too frequently:

- You need to repeatedly explain the problem.
- You're not updated on fixes.
- Your ticket handler can't intelligently deviate from a script to speed up a fix, but laboriously goes through unnecessary steps.
- He or she blames other vendors.

What to look out for:

As well as the above, here's another tell-tale sign: you have to go through several low-level technicians before you can speak with a knowledgeable engineer. Not good.





5: Lack of cyber security expertise

Cyber criminals aren’t generalists. They are relentlessly focused on infiltrating your systems and stealing your data and money.

So why would you give criminals a head start by employing an IT provider that lacks specialist cyber security expertise?

More and more businesses are moving away from organisations that fail to protect their data. 41% of UK consumers said in a recent survey by Hiscox that they would not return to a business post breach.

What to look out for:

- You’ve experienced a security breach.
- Your current IT provider does not have a separate cyber security division with high-profile clients.

* Never returning to a business post breach:
https://www.csoonline.com/article/3440069/uk-cybersecurity-statistics-you-need-to-know.html

Great support is out there!

If you're starting to suspect you've been settling for far too long, there is IT support out there that can help you achieve the following:

Increased productivity

Imagine your people getting IT support that provides unlimited and rapid access to a qualified, dedicated engineer. Someone who will know the territory and rapidly get to the root of a problem and make it right. The result will be less downtime, smarter working and higher productivity.

Improved engagement

It takes highly developed soft skills to listen to your employees, understand an IT problem and properly communicate throughout a fix. The best IT departments aren't just techies – they're customer service-trained too. It's a huge morale booster when a customer service-focused IT team has your back.

Business growth

Your business is constantly evolving. That's why a leading IT provider will repivot its services to provide for changes like greater staff numbers, new work-from-home/office policies, etc. They'll also provide advice on IT procurement, training and more, so you can keep growing.

Rock-solid security

Look for a provider that specialises in IT security. Then, if you have a concern or an issue, they won't pass the buck or tell you it isn't their field. Also, promising to keep you safe will be putting THEIR reputation on the line. They'll be constantly working hard to look after your data.





Ready to level up your IT?

Intersys is an ISO 27001-certified, award-winning IT support and cyber security provider. We are renowned for the depth of our technical expertise and our customer care. We've shared a journey of growth with many of our long-term clients and we would be delighted to do the same with you.

But how do I change providers?

It's a common question and there's a simple answer. Switching doesn't have to be a problem. We can liaise directly with your current provider to ensure a smooth transition to next-level IT support.

Call us
+44 (0)20 3005 4440

Email
info@intersys.co.uk

Intersys Head Office
1 Bourne Court, Woodford Green, Essex, IG8 8HD