Somerbys IT

Why You Should Opt for a Contract with your IT Company

Imagine you're on a remote road trip when suddenly your car breaks down. Stranded and miles from help, you're left feeling helpless and scrambling for a solution.

This scenario parallels the challenges of relying on a break/fix relationship with your IT provider. Similar to waiting for assistance when your car breaks down, in a break/fix setup, IT support only kicks in when something goes wrong, offering reactive rather than proactive solutions.

But what if there was a way to ensure a smoother journey?

Enter the magic of contracting your IT support. Picture having a trusted mechanic who not only fixes your car but also prevents breakdowns altogether.

Whether you're a thriving business or a budding startup, partnering with your IT support provider through a contract is the savvy, cost-effective approach to guaranteeing a smoother tech journey.

The Break/Fix Conundrum

When your computers malfunction, your network goes haywire, or your software refuses to cooperate, it's not just a minor inconvenience – it's a looming threat that could disrupt your entire operation. For many business owners, the traditional "break/fix" model has been the go-to solution.

This reactive approach involves seeking IT support only after encountering an issue, leaving you vulnerable to unforeseen downtime, data breaches, and customer dissatisfaction as technology needs become increasingly complex.

Here's a closer look at the pitfalls of the break/fix approach:

Downtime

Waiting for assistance during a critical IT issue leads to significant downtime, resulting in financial losses and potential damage to your reputation, not to mention frustrated staff.

Unpredictable Costs

The unpredictability of when problems occur and their associated costs wreaks havoc on your budget.

Data Loss

Relying on reactive support increases the risk of losing valuable data if a problem escalates before help arrives.
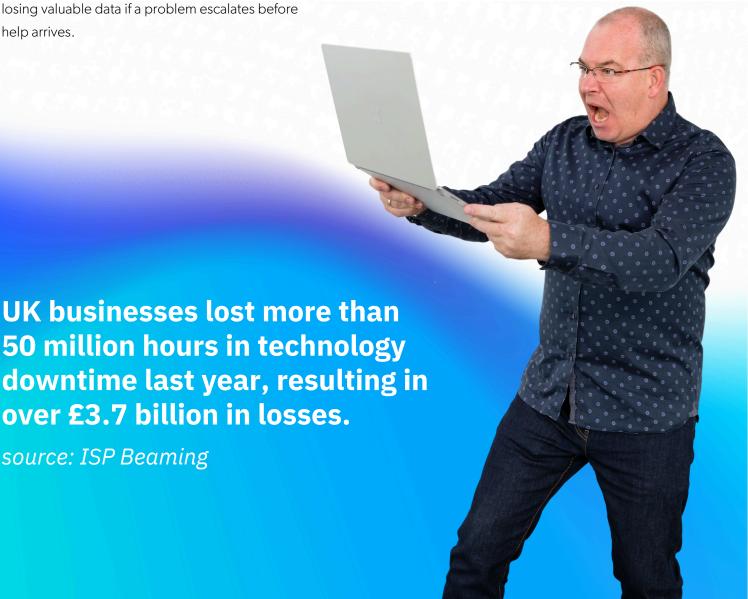
Lack of Familiarity

In a break/fix setup, your IT provider may lack a deep understanding of your business needs, hindering effective problem-solving.

Security Vulnerabilities

Reactive strategies leave systems vulnerable to cyber threats as timely security updates may not be applied.

UK businesses lost more than 50 million hours in technology downtime last year, resulting in over £3.7 billion in losses.

source: ISP Beaming

A Contracted Partnership

Now, envision a scenario where your IT support partner is more than just a troubleshooter – they're a proactive ally, always prepared for potential issues before they arise. This is the essence of contracted IT support, facilitated through a structured agreement fostering a close, ongoing relationship with your IT partner.

In a contracted model

Early Problem Detection

Your IT partner actively monitors your systems for irregularities, potential vulnerabilities, and signs of trouble.

Cost Savings

While a contract entails a regular fee, it saves money in the long run by preventing major IT disasters and associated costs.

Swift Intervention

Upon detecting a potential issue, your IT partner takes immediate action, often before you're aware of the problem.

Enhanced Security

Proactive support ensures systems are up-to-date with the latest security patches, actively monitoring for potential threats.

Reduced Downtime

Proactive IT support minimises downtime by addressing issues early, preventing major disruptions to your operations.

By forging a contracted partnership, your IT support provider becomes intimately familiar with your business, allowing for personalised support aligned with your objectives.

They tailor solutions to your unique requirements, enhance efficiency, and strategise for future technology investments as your business grows.

Move Beyond a Transactional Relationship

Contrary to the transactional nature of break/fix support, a contract-based model fosters a partnership where your IT team becomes an extension of your business. They understand your processes, workflows, and objectives, offering tailor-made solutions and serving as trusted advisors on technology decisions.

The Bottom Line

While the break/fix approach may initially seem cost-effective, the unpredictability of costs and potential damages outweigh the perceived savings. In contrast, a contract-based model offers predictability, cost savings in the long run, extended hardware lifespan, and enhanced security, allowing you to focus on core business activities and drive efficiency, growth, and profitability.

Stay One Step Ahead

Contracted IT support enables predictive maintenance, addressing potential issues before they disrupt operations. With continuous monitoring and proactive measures, your IT partner safeguards your business against evolving cyber threats, ensuring compliance with regulations and minimising financial and reputational risks.

Ready to better protect your data, streamline operations, and save money?

Get in touch with the experts at Somerbys IT today.

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