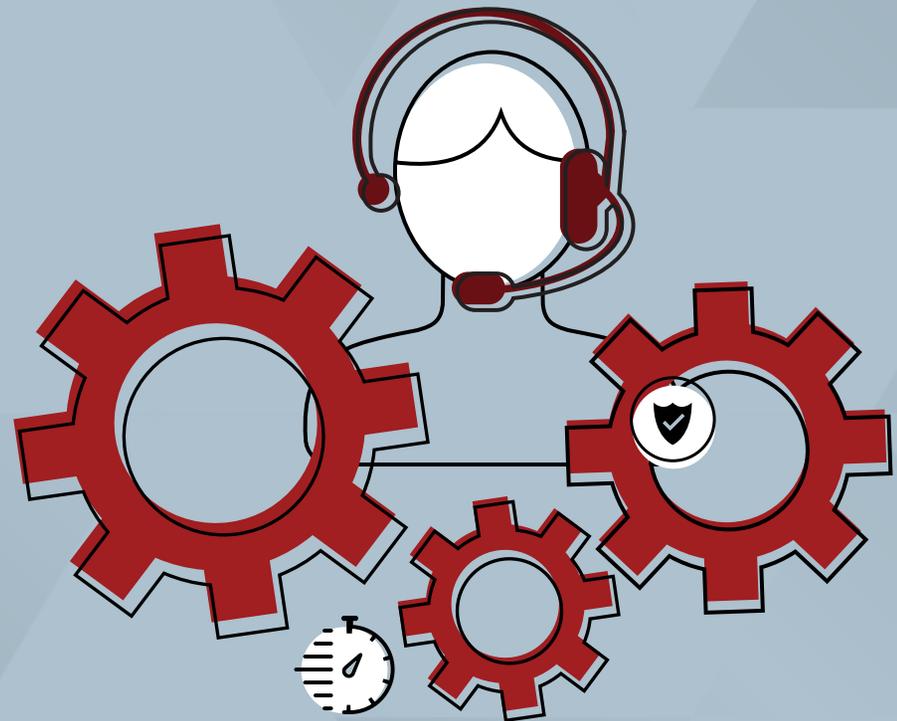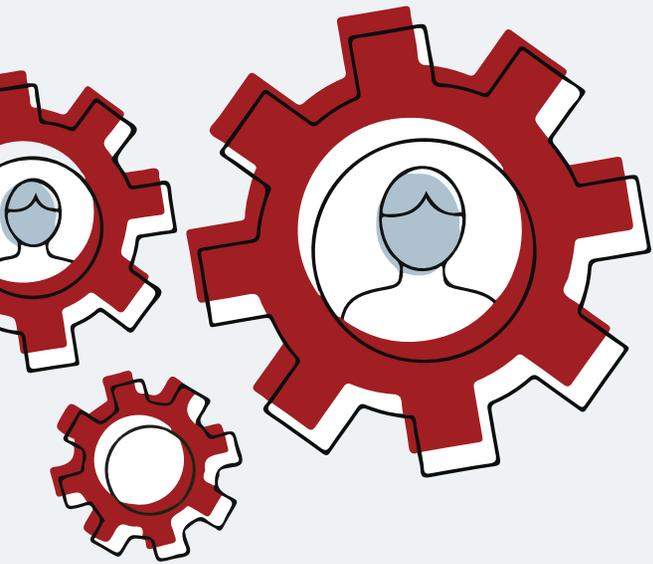Guide

Outsourced IT:

10 Reasons Your Manufacturing Competition is Doing It

Key factors to help you decide
what's best for your company.

IT service providers deliver the technical expertise manufacturers need at a much lower cost than hiring IT staff. They can recommend, install, and manage technology according to business objectives and core competencies and ensure that critical data is safe.

That's why 64% of U.S. businesses work with an IT service provider for some or all of their IT needs. There are many considerations for businesses thinking about outsourcing their IT needs to a managed services provider (MSP).

If you're a manufacturing professional and you're reading this, then you're ready to see the top 10 reasons your manufacturing competition outsourced their IT last year.

1. TO IMPROVE EFFICIENCY OF IT OPERATIONS

With the vast amount of data that manufacturers maintain, it's vital to operations that a database management system and process be in place to ensure efficiency and quality outcomes. Manufacturing plants are beginning to realize the importance of being able to manage large databases and to obtain data when requested by users to provide speedy and streamlined transactions both internally and externally.

2. TO ENHANCE SECURITY AND COMPLIANCE

In the world of manufacturing, this has been a hot topic over the last few years. An MSP, Managed Service Provider, takes a proactive approach to the security and compliance of its client's data and information. Instead of waiting for something

to break or go wrong, they're continuously monitoring the health and security of your organization's data. IT-related downtime can be devastating to revenue and the reputation of any business, so MSPs take very seriously all security matters and aspects of maintaining optimal security and compliance for their client's businesses.

3. TO IMPROVE COMMUNICATION

Outsourced IT teams identified a window of opportunity in Manufacturing that has led them to provide streamlined communication between their clients' employees, customers, and suppliers. By understanding the need to give manufacturers a solution for open and transparent communication, outsourced IT teams have developed ways to custom build solutions involving live chat systems voice-over-IP telecommunication systems. Email services, and video conferencing. All of these things are and can be managed by a local (or remote) outsourced IT team.
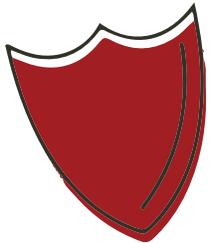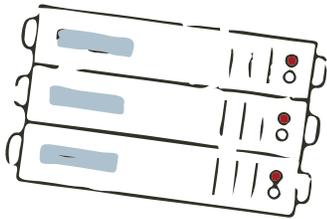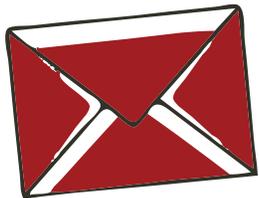
4. TO MAKE THEIR CUSTOMER'S EXPERIENCE BETTER

CRM (Customer Relationship Management) systems have the ability to capture manufacturers transactions and communication with each customer which ultimately improves the overall customer experience. How? Let's say a customer calls the manufacturer with an issue, the sales or support team-member has the ability to see all parts and products a client has ordered. They are able to see details such as shipping information, training and user manuals, and other details that help the sales and support staff provide effective and rapid responses to client's issues or questions.
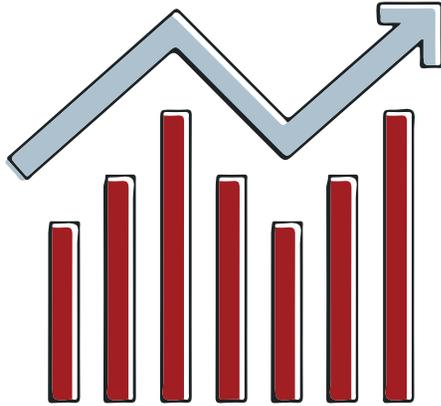
5. ONGOING SOFTWARE MAINTENANCE AND MANAGEMENT

When manufacturing leaders are at a peak in their busy season, the last thing on their mind is how to manage new or updated software. Many manufacturers are leaning more on outsourced IT teams to make sure that all internal and external software is performing as it should to reduce downtime or inefficiencies in operations. This keeps data from being lost and prevents downtime.

6. TO LEVERAGE TECHNOLOGY FOR BUSINESS GROWTH

By using information technology to off-load tasks, manufacturing leaders are now able to get back to the core of what they do best. Because businesses in the manufacturing industry rely so much on technology, it's important for them to have the systems in place to optimize their time and the time of their team members.

7. TO OPTIMIZE ADMINISTRATIVE OPERATIONS

Because administrative leaders within manufacturing companies rely heavily on data to track and report profitability, scheduling, and more, businesses in the manufacturing industry are now trusting outsourced IT firms more and more to offer solutions to their administrative duties.

8. TO GROW FASTER AND EASIER

Managed Service Providers have been helping manufacturers implement new techology to initiate new projects with speed and ease. MSPs have the resources and flexibility to get projects off the ground which could take weeks or months if done in-house.
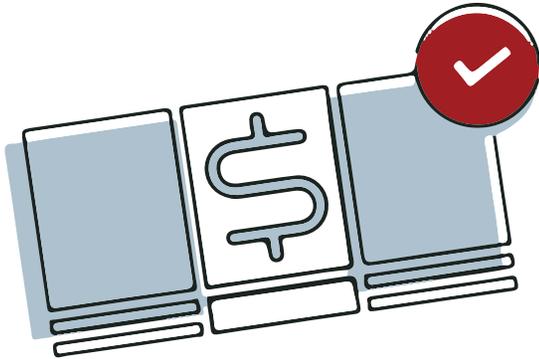
9. TO CUT DOWN COSTS

Depending on the manufacturing company, cost savings may also be a factor—especially among businesses with straightforward IT needs. Monthly fees for managed services will vary depending on services delivered. But, managed services are generally more cost-effective than hiring in-house IT staff for smaller businesses.

10. ELIMINATE BUDGET AND TIME CONSTRAINTS

Many business' IT teams face budget and time constraints that make it difficult to deliver the level of monitoring an MSP can. This may be the most important benefit of working with an MSP, because IT downtime can completely derail a manufacturing business' operations.

CONCLUSION

- If you are trying to manage your manufacturing IT on your own, it's worth thinking about a change.
- If your IT team is running ragged, it's time to identify a few key tasks or projects that you can offload.
- If you are working with an IT service provider on a project basis only, consider what other options are available.

Managed Service Providers like Advanced Business Solutions can help you offload difficult IT tasks, streamline your IT operations, and more. Get back to doing what you do best and keep your business operations running efficiently. Find out more at advancedbusinesssolutions.com.

To learn more about how we're helping technology leaders like you, please contact us.

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