
TECH SUPPORT

Internal vs External

A Comprehensive Comparison to Help You Decide What
Is Best for Your Business



Technology is evolving quickly. Every business needs IT support that can evolve with it.

Fittingly, technology has also made it possible to look at arrangements outside of a full-time internal IT department or Chief Information Officer (CIO) and into external IT solutions.

Determining what is the best set-up for your business means considering every angle. This Comparison Guide is intended to help you think about your business and what it needs from IT as it moves into the future.

Whatever your current staffing situation is, this guide will help you strategize for tomorrow.

Side-by-Side Comparison

	Internal	External
Cost	Hiring a single high-level IT professional or CIO will likely cost between 90k - 120k or more. If you're hiring a full-time IT staff, that will incur salaries, benefits, taxes, and employment status for each person.	Partnering with an external IT team can be half the cost of a high-level CIO or less. Instead of paying full overhead for an internal staff, pay a manageable cost for a team of external IT professionals with diverse skills and qualifications.
Reliability	Internal IT staff will know your business, the applications you use, and be directly available in the office. If an individual handle all of your IT, there is always the chance that they will become unavailable. That includes things like vacation, illness, leaving for another job. With internal staff, there is always the possibility that a personnel situation will arise.	With external IT, an answer is always available. An IT professional will respond to your request and start working on your issue. There is always someone available to handle issues and a system for having issues addressed promptly.
Scaling	An Internal IT staff can scale until growth outpaces its abilities and provided resources. To scale successfully, a business needs to be prepared to pay for further training and any necessary equipment/hardware.	External IT solutions are built for growth. Hiring, training, and continuing to train IT professionals is in their court – ensuring that you have a resource at your disposal that has the evolving skills and tools to grow with your company.
Capabilities	Apart from company-backed continued education/training, an internal IT staff can only take on projects that align with their skills. If your IT department consists of only one or two individuals, there is a likely chance that one or both may have areas in which they're less comfortable.	An external IT staff is always learning, improving, and anticipating what clients will need next. By partnering with an external IT team, you'll have the capabilities of multiple IT professionals at your fingertips.

Benefits of Internal and External Staff Working Together

If you already have an internal IT staff or you like aspects of both internal and external options, you should know the benefits of utilizing both:

Divide and Conquer

Partnering with an external team is cost effective – allowing you to find and hire an internal entry-level IT person to take care of day to day tasks, while outsourcing higher-level IT duties (like security and compliance) to your external resources. If you'd rather have help with day to day support, access to help desk services can be provided so your staff can focus on strategic internal initiatives.

Come Together

Internal and external staff can collaborate on projects and support each other through their unique vantage points. Both may bring a different skill set to the table and can complement each other. External resources can help internal staff stay on top of best practices and ahead of security threats.

Cover More Ground

Simply put, having more resources can only help in making sure all of your IT initiatives are met efficiently and effectively.

Business Continuity

By hiring an IT support company to supplement your internal staff, your business is in a unique position to handle turnover, allowing you time to find the “right fit” internal IT staff. Your business network documentation doesn't walk away with a former employee, and you'll likely have access to 24/7 emergency service. Who knows? You may even be able to retain good IT employees considering they'll actually be able to safely take time off.

Applied Synergy Group is a trusted business and technology partner. We provide customized technology solutions built for your business.

Through personalized support we become an extension of your team, offering level one support to CIO level technology planning and consulting services. Our promise to you is to always act in your best interest, respond quickly, and to do things right the first time.

Are you in need of a fully staffed IT department or supplemental services and support for your internal IT employees? ASG has the training, experience, tools, and resources to support you and the business knowledge to understand the impact to your business.

WE OFFER THE MOST INCLUSIVE TECHNOLOGY SERVICE AVAILABLE.

We provide an entire IT department, from CTO consulting to support and engineering, for a flat monthly fee that's typically less than the cost of a single employee.

If your business needs a better approach to IT, ASG can be reached at 781-262-3849
