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# How IT steals your staff's time and productivity



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We're all far too busy these days. Most of us spend our lives running all over the place, wearing multiple hats and juggling work, family and social lives. It seems like we never get a chance to really sit down and relax, so when that rare opportunity does occasionally make an appearance, we grab it with both hands.

Your staff are probably no exception while they are supposed to be working for you.

### **What happens, for example, when your IT system encounters a glitch?**

Usually, it goes something like this:

- 1 **Panic and frustration** 2 **Complaining** 3 **Chatting, tea and more chatting**



The trouble is we've all become so reliant on computers that we've forgotten how to perform simple tasks ourselves and we go into panic mode when they stop doing what we expect of them. Entire organisations can grind to a standstill over something as simple as a faulty printer. And if the entire network goes down you're in big trouble.

Most businesses find that even the most committed staff in the world will jump at the chance for a little bit of relaxation time. So when computers aren't doing their job that's a great opportunity to down tools and do very little. People sit around chatting or go home early, whilst every second your business is losing money.

That's not to say that all employees want to take the easy way out. There will be others who like a challenge and want to try their best to make things better, using their own limited IT knowledge or good old Google to guide them. Unfortunately, IT set ups are complex, and if you don't really know what you're doing you could end up digging a far bigger hole for you and your entire organisation.

Well-meaning staff, no matter how lovely and helpful they might be, can cause more problems than you could ever imagine. Just like you wouldn't want someone who did biology GCSE 20 years ago to perform open heart surgery on your Granny, you really don't want someone who's just watched a couple of YouTube tutorials fixing a wonky computer system.



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# Let's take a look at some of the most common IT problems and how much time they waste.



## Viruses

Cyber crime is now the biggest threat to small businesses and the most commonly reported crime in the UK, topping burglary and assault. Cyber criminals are lurking in the shadows everywhere, and user error is usually how they find their way in. If an unsuspecting member of staff is caught off guard and clicks on a bad link, that's potentially thousands of pounds lost and weeks of downtime. If you don't have an expert you can call on to help, you could quickly find yourself with a major problem on your hands.

## Blue screen of death (System Failure)



Guaranteed to send people into a state of panic, the "blue screen of death" as it's referred to in techy circles is a major cause of people downing tools and giving up for the day. Trying to fix it yourself without proper knowledge and experience will almost always end in tears and a LOT of wasted time, but a calm, cool professional can get you up and running again quickly and efficiently.



## Lost files

Most people will understand the pain and frustration of working on a document for hours, only to find that you accidentally overwrite or delete it. It's a pretty common scenario, especially when people have a lot on and are rushing to get things finished. Having to re-write a large, unwieldy and time-consuming document is one of the most soul-destroying things that can happen in the workplace.

Not everything that seems lost is gone for good, but it takes a lot of know-how and experience to find it again.

## Printer Problems



It's surprising how much time a seemingly simple machine can take up when it goes wrong. When you've got several people all printing stuff off at once there are inevitable queues, but if there's a jam, it runs out of ink or doesn't connect properly to your devices things can soon descend into chaos. Before you know it there are several people all crowding around one machine, drinking cups of tea and scratching their heads. Lots of wasted time and chances are it still won't be fixed by home time.

**These are just a few of the things that can go wrong with IT – the list is too exhaustive for us to handle in just one guide.**

## And when things do go wrong, who will your staff turn to?

We hate to say it, but it's probably going to be you. If they don't have a phone number or email address of someone who can answer their IT issues quickly, you can expect to have a lot of your own time eaten up by people asking questions.

Even if you know the answers to those questions, you're not going to want to keep having to stop doing other important things to deal with the IT. This scenario quickly becomes intensely frustrating, a bit like having to handle a room full of toddlers who want you to tie their shoelaces while making them something to eat.

Even the most patient owner or manager in the world will become stressed by constant requests to fix stuff or complaints that things aren't working as they should be.

So, what do you do when you need to watch your budget and resources, but don't want to

waste your money by paying huge staff bills or ongoing contractor fees? Outsourcing your IT is the answer, and it's one that more and more organisations are benefitting from every day.

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## It pays to invest in proper IT support

It's easy to just set up a new IT system and trust in blind faith that it will all work perfectly 24/7; especially when you have a limited budget and you want to cut down on costs.

The trouble is, without proper support something WILL go wrong at some time or another, often with devastating consequences. Take the NHS cyber attack of May 2017 for example. This is a huge organisation that got completely caught out by an unexpected attack that cost thousands in money and time.

**And if such a big organisation with their own IT staff on site can get caught out, then what does that mean for the little guys like SME's and small charities?**





# Disaster, drama and a lot of wasted time, that's what

**Taking shortcuts will almost always come back to bite you on the rear, and wasted time means loss of profits. Here's how working with a reputable IT support company can make a big difference to your organisation and save you precious time.**

## You'll cut costs

Payroll is a major expense in most companies; often the biggest. Having an IT team on site is not always cost effective because their salaries can be large, and they probably won't be needed 24/7. When your IT team are sitting around doing nothing and earning more than everyone else, that's a major problem with staff morale.

It's not just SMEs who have started to cotton on to the value of outsourcing their IT departments. Large multi-national corporations have also started to save money this way, freeing up a large amount of money in their budgets by only paying for IT support they need.

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## You'll free up resources

Once you make the decision to move to an outsourced IT department you'll almost certainly find that you've got a larger amount of financial and staff resources to play with. More money will be able to be spent on other core business areas like new products, facilities and marketing costs – all of which will mean more money for you.

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## You'll focus more on your business

As well as the significant chunk of money you'll be saving by outsourcing, you're likely to be able to spend more time focusing on the business itself. Managing staff problems is time consuming and can quickly become the biggest part of what you do. When that's gone and you've got an externally managed team acting on your behalf, that's a big weight off your shoulders.

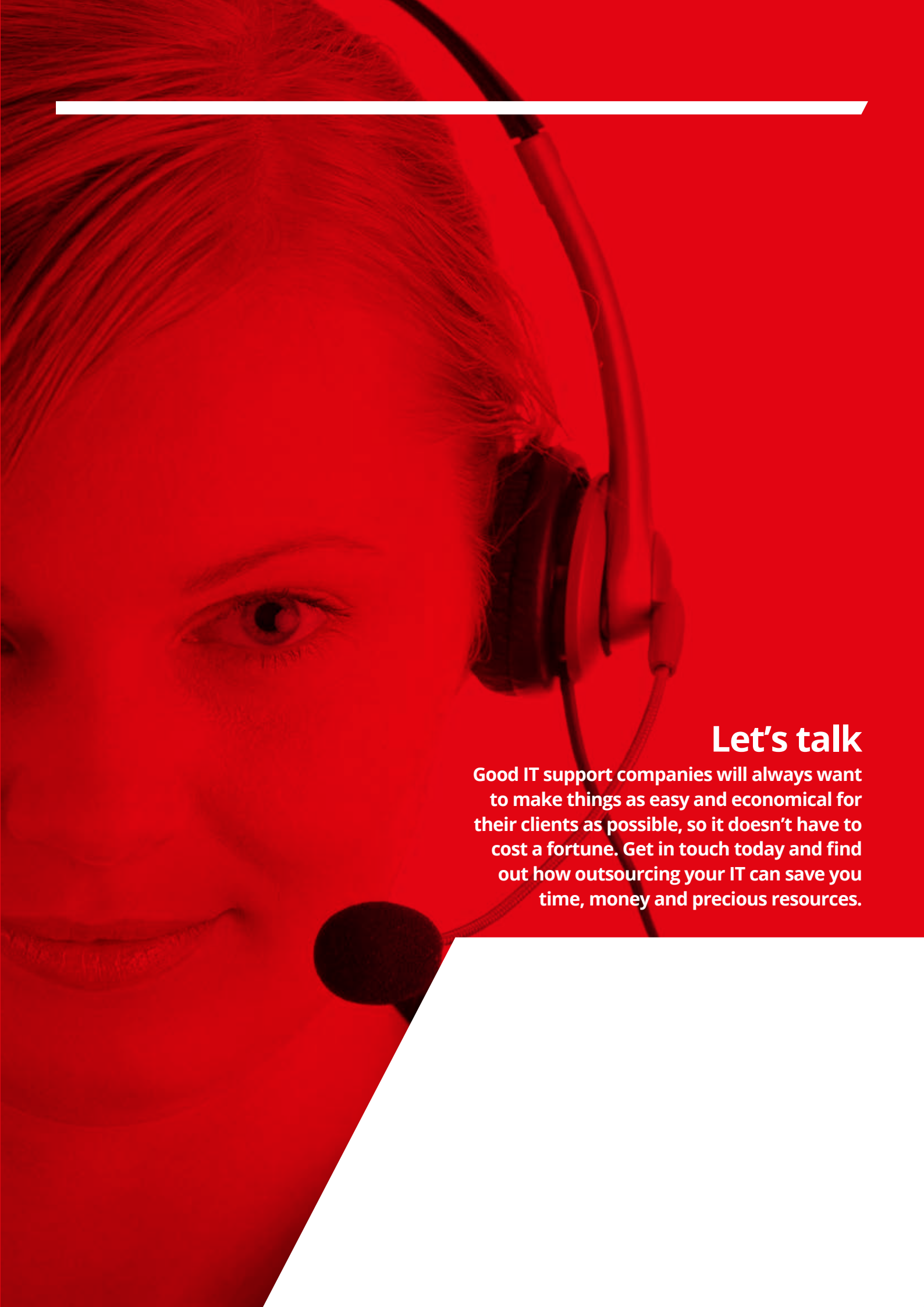
## You'll get access to highly skilled experts

You're probably great at what you do, and so are your staff, but between you do you know all the ins and outs of a multi-core processor, or what to do when you lose a big chunk of important data?

Probably not, and there's no shame in that. We all have our own special sets of skills, and IT experts are pretty much a breed of their own. It takes a certain kind of person to want to understand all the nitty gritty details of PCs, data and the cloud.

The IT world is also evolving quickly, and you need to keep your eye on the ball. IT professionals have a passion for all things tech, and are always one step ahead when it comes to finding the quickest and most cost effective way of doing things. They also have world-beating problem solving skills, meaning that when things go wrong they'll be able to spot it from a mile off. Often they'll spot and fix problems before you or your staff are even aware something was about to break.

You can't blame your staff members for wanting to take it easy and seeing IT issues as an opportunity for a break and a catch up with colleagues; it's human nature. But if you really want a productive workforce who are busy (and happy) all day, you need to find an alternative solution. Investing in a team of experts who really know what they're talking about and can solve your issues in a fraction of the time it takes for the uninitiated to have a go, is worth every penny.



## Let's talk

Good IT support companies will always want to make things as easy and economical for their clients as possible, so it doesn't have to cost a fortune. Get in touch today and find out how outsourcing your IT can save you time, money and precious resources.