Why Outsource?

In a customer driven market, success depends on a company's ability to focus in it’s core business while not loosing grip on collateral but essential process such as IT monitoring infrastructure, IT security and supporting customers on a round the clock basis. For most corporations, outsourcing these functions makes business sense. It allows the company to focus on its core business so they can manage it's business specific growth and scale, it also allows to implement at fast rates IT and support structures and to achieve important cost reduction while still transitioning it's best practices and culture.

Most Fortune 500 companies are currently outsourcing some aspect of their business, while the top growth companies currently outsource several business functions. Thus, as a call center is an important ancillary activity, the most efficient decision in nearly every case is to outsource, the same thing is valid for IT monitoring as well as security for same and other various reasons.

A professional outsource provider can deliver some services that are superior in terms of cost, control and quality. This aspect of control is not minor, it has been seen that customer care policies as well as IT security and IT monitoring policies are many times easier to enforce through a third party vendor than from within the company where hard to predict conflicts of interest tend to arise.

If you still don’t have a support infrastructure, have in mind that the initial infrastructure costs to provide customer service via phone, email or live Internet chat, are enormous and tend to have important hidden costs such as attrition, HR overhead, hardware, IT specialists, space, electric bills, network band width, etc.