

10 Reasons you **shouldn't** have an inclusive IT support agreement.

1. Employees benefit from time spent figuring out IT issues, it develops problem solving skills.

Figuring out how to resolve IT issues for hours on end is obviously part of any employees' job, leading them to develop both problem-solving skills and resilience.

This is much cheaper than paying for training, and employees appreciate the justification to postpone deadlines.

2. It's fun guessing if something is easily fixed or will take you a few hours.

You've got ad-hoc support but you don't want to pay for an hour of time when something can be fixed in 5 minutes. Spending a couple of hours proving it's worth calling IT helps control costs and that's more important than anything else you do.

3. There's no such thing as an IT expert, and proactive monitoring is too much like voodoo.

All those certifications and training courses the IT guys have just make their email signature look cool to other geeks. Only idiots would believe that you can be an expert in IT. Ever heard of the phrase: just turn it off and on again? That and Google is all you need to fix your computer.

Take the troubles as they come and stop wasting your time believing in proactive monitoring. If the drive fails it's quicker to replace it than to copy all the data first, and when you redo work it usually comes out better anyway.



4. Gambling is fun, not knowing what IT expenditure will be next quarter is fine.

Who would want to have structure and a solid financial plan when it comes to their IT support?

You thrive in chaos- and unpredictable budgets is a good way to evaluate department heads.

5. Researching IT issues makes you more well-rounded.

Just being an expert in your own subject field is very narrow minded. By researching any IT issues which arise you gain knowledge in a completely different area, and it gives you more to talk about at parties.

6. Who cares if there is a cheaper option, you've got money to burn.

Shopping around is dull, reading IT specifications is boring and trying to understand them is even worse.

But IT spend is cheap so just buy the first thing you see, or whatever is most expensive and be done with it. You've got investing in IT covered.

7. It's interesting reading about IT security threats, you usually do it in your spare time anyway.

It's fascinating that new threats and vulnerabilities are coming out all the time: so you usually start your day by checking the IT news feeds for new developments and note what needs in depth research to follow up at the weekend or during your lunch break.

Sometimes your own network gets hit and it's really exhilarating to deal with the real thing and test your knowledge (even when in depth analysis of viruses and firewall configuration means pulling an all-nighter).

8. Leveraging bulk and partner discounts isn't your thing.

It's important to support the economy and employment, supporting big corporations by paying full price is more community spirited than trying to get better prices.

The big corporations always have your best interests at heart, they completely understand your needs, their customer service is amazing and you love using web chat.



9. UK support makes things too easy, it's more glamorous telling customers that you're waiting for the overseas support team to come online!

Outsourcing is great, and when it's international it comes across as far more glamorous to your customers. Different time zones and languages just screams sophistication, and making customers wait for you to get back to them because 'the US support team aren't online yet' just oozes class and makes them more excited about doing business with you.

10. Talking to a dozen or more suppliers is what you live for.

You're a sociable person, talking to a dozen or more suppliers is what makes life worth living. IT sales guys are your most interesting friends.

But, if after all this you'd still like your IT needs taken care of by a UK based, experienced IT support team feel free to give us a call – [FreshStance IT, 0203 8181717](tel:02038181717) or email hello@freshstance.co.uk