Outsourcing Advantages & Disadvantages

A report by Joel Parkinson 28/10/15 427075

# Advantages:

* **More time for mission critical activities company workings**

This is probably the most important as it ensures that no extra time or resources have to be dedicated to a new section of the council and thus the council can continue to work as normal without interruption or new division developments.

* **Flexibility**

Outsourcing to Capita allows the different council sections more flexibility in the form of how to tackle any changes that happen within the different departments of the council. An example of this may be if you open a new department, you wouldn’t have to be the ones to sort out how the new department’s technical support is handled, instead that aspect is passed to Capita who have to setup new technical support policies and procedures for the new department.

* **Cheaper**

It is a lot cheaper to outsource than it is to setup your own division to handle technical support. By outsourcing you don’t have to pay for employees, fault testing equipment, software and many more things.

* **Risks**

It is often very risky when dealing with technical support issues for that fact that you may end up causing further problems than you are fixing. The benefit of outsourcing to Capita is that the risks are shared, if something occurs such as technician error which results in further damage then it is down to Capita to pay for and fix it.

# Disadvantages:

* **Lack of control**

Except for the SLA that you would have with an outsourcing company, you have very little control over how the technical support issues are handled.

* **Difference of Opinion**

Sometimes the council and Capita may have a complete different opinion on how a technical aspect is handled. An example of this will be any form of priority system that Capita has in place, this priority system may not align correctly with your day to day workings. While you may have an agreed to set of priorities, that doesn’t account for changes in the day to day working environment of the council departments. There may be a day where one area is a lot more important than another while Capita will say differently because of what you originally agreed to.

* **Hidden Costs**

With outsourcing there may be hidden costs that you have missed or there may be aspects that aren’t covered in the SLA that go without support. This is a common occurrence in a lot of outsourcing scenarios and is a big downside as Capita may refuse to do work on something or may require extra payment simply because what you’re asking isn’t covered by the agreed to SLA.

24/7 Remote Desktop Help Review

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As technology gets more and more advanced, as to should the technology we use to maintain, monitor and fix, said technology, as such the idea of remote desktop help was born.

The principle behind remote desktop help is very simple. Using the internet you use specialised software to connect remotely from anywhere in the world to the computer that needs fixing and you take control of their computer. You see exactly what they’d see sat in front of it, with the added benefit of not having to go to the person’s house or clients business. It seems like a win/win scenario however there are some downsides which I will get to further down this review.

Let’s start with the good points:

* **Ease of access:** It is both incredibly easy and incredibly efficient to simply connect to a client’s computer that is malfunctioning and be able to fix it there and then. It allows you to access everything the client could access on the computer without issues.
* **Client Knowledge:** The client doesn’t need to have any knowledge of what to do or how to fix the issue or even how to use a P.C because the technician has full control over the system.
* **Faster:** The technician doesn’t have to go to the clients premises to fix the issue.
* **Cost Effective:** The costs of fixing the issue are all but negated, you don’t have to spend money on petrol, and you don’t have to spend time driving in general. You simply log on, fix the issue and done.
* **24/7 access:** It allows you to fix the clients computer no matter what time of day it is, the internet never turns off which means you could theoretically setup a support SLA with the client that says all Remote desktop maintenance is done out of working hours for the client business.

Those are the good points of Remote desktop however it does come with quite a lot of downsides too.

Yes remote desktop is faster, yes it allows you to fix problems without going out to the client’s premises, yes it offers 24/7 support and yes it is cost effective, however, one thing that remote desktop lacks is any form of physical access to the machine. While you have full control over the computer and you can fix a great deal many things that occur on a computer itself you cannot however fix things that are physical. There is also the problem of both the client and yourself needing an internet connection to make this work. This form of help becomes pretty useless when the client’s problem is in regards to the network card or network connectivity. Most troubleshooting processes will have you edit network protocols and settings which will require a restart, as soon as you do the restart you lose access to the machine.

While remote desktop does offer a great many benefits, especially in regards to simple fixes it does still have the main drawback of not being physical. You are unable to test P.C specific things such as hardware faults and even simple restarts of the machine will have you waiting. You also have the very basic issue that the client’s computer needs to be on and the client you’re working with needs to have enough understanding to allow you access to the machine.

In conclusion, remote desktop support as a great benefit and any company that works in the support and maintenance should take advantage of the software however you also need to be aware of the nonphysical drawback of the software and the inherent instability that can occur when fixing or troubleshooting via a remote desktop link. That being said, the benefits of being able to fix simple and easy to fix things without having to talk someone through it or having to go out to the client premises far outweigh the downside of the system. As-long as you are aware of what I have mentioned above then you will find that Remote Desktop Support facilities are a must have for your support teams arsenal.

**Concluding Advantages:**

* **Ease of access:** It is both incredibly easy and incredibly efficient to simply connect to a client’s computer that is malfunctioning and be able to fix it there and then. It allows you to access everything the client could access on the computer without issues.
* **Client Knowledge:** The client doesn’t need to have any knowledge of what to do or how to fix the issue or even how to use a P.C because the technician has full control over the system.
* **Faster:** The technician doesn’t have to go to the clients premises to fix the issue.
* **Cost Effective:** The costs of fixing the issue are all but negated, you don’t have to spend money on petrol, and you don’t have to spend time driving in general. You simply log on, fix the issue and done.
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**Concluding Disadvantages:**

* **Nonphysical Access:**

You don’t have physical access to the machine you’re trying to fix, the hardware or any peripherals.

* **Time Consuming If Done Wrong:**

You may find your time is wasted if you end finding out that the client’s machine is to blame and no software fix can be applied to remedy it.

* **Internet Reliant:**

The whole remote desktop support system relies on not only having an internet connection but also having a fast internet connection so as you can do your fixes in real time. (Above 2mbit/s upload speed on the client system)

* **Limited Fixes:**

When you are at someone’s system physically you can pretty much do anything you need to do to get the system working again, you can’t however do that when working remotely. When working remotely you can’t go restarting the computer 4 or 5 times because you’d lose access and possibly for good. You can’t change network settings because you’d lose access to the machine and possibly cause more problems as the client would be left with a completely useless P.C that you’d have to go out and fix.

* **Cost:**

While I have already mentioned that the system itself is cost effective, the work you’re doing and the technical support you offer may sometimes require more resources and cost more than it would have to just go out and fix the clients machine physically. Having the network card die on you mid fix will cause the support to cost more in the long run.