How On-Site IT Engineers Become Enablers in Your Organisation

There are many technical issues and tasks that can be supported by remote teams. Others, however, require the physical expertise of on-site IT engineers. On-site IT engineers shouldn't be viewed simply as resources performing specific functions. When set up properly, on-site IT engineers can instead become enablers in your organization.

What do we mean by enablers? IT engineers become enablers when they facilitate operational improvements and the achievement of goals. On-site IT engineers also become enablers when they empower your teams to perform better.

In other words, on-site IT engineers who are enablers in your organization add value and contribute to business success.

Characteristics of On-Site IT Engineers Who Are Enablers in Your Organisation

- Facilitate Goal Achievement
- Enhance Efficiency
- Empower Teams
- Support Strategic Initiatives
- Improve the Value Stream

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8 Ways On-Site IT Engineers Add Value and Contribute to Business Success

On-Site IT Engineers Enable Users to Work More Productively

The IT infrastructure in your organization performs a range of functions, but one of the most important is allowing employees to do their job. By maximizing uptime, proactively preventing downtime, and optimizing performance, on-site IT engineers will enable users to work more productively.

On-Site IT Engineers Enable Effective Decision-Making

Understanding IT performance and how users interact with devices are two areas where on-site IT engineers can improve decision-making in your organization.

This point goes deeper than identifying, for example, system bottlenecks and capacity availability through the analysis of IT-related metrics. Those things are important, but IT engineers who work on-site in your organization will also develop a detailed knowledge of your business. This includes knowledge of your IT infrastructure as well as how your business operates.

We can use our experience at Westbourne as examples. This includes one of our on-site engineers at a pharmaceutical industry client working on a process improvement for the approval of LIMS master data. This process improvement greatly reduced the amount of time and effort required for data approval and was facilitated by a detailed knowledge of the client's local IT systems and business processes.

Senior leaders and other decision-makers can tap into this organization-specific knowledge to enhance decision-making even further.

On-Site IT Engineers Enable Your IT Function to Operate More Effectively

On-site IT engineers can give your existing on-premises technical resources access to specialist skills and expertise.

Hiring on-site IT engineers from a provider like Westbourne also gives you the option of operating without in-house technical resources. For example, the technical requirements of a satellite facility can be served by a remote in-house team managing on-site IT engineers from a third-party provider.

On-Site IT Engineers Enable IT as a Strategic Business Driver

Traditionally, IT was viewed by many organizations as a support function similar to HR. Today, IT can play a more strategic role where your technical infrastructure is a driver of business success.

Reaching this stage requires expertise that your organization can access through third-party on-site IT engineers.

On-Site IT Engineers Enable Innovation

IT can facilitate innovation, but it can also get in the way, especially when technologies fail or deliver poor performance. On-site IT engineers can ensure the former is true in your organisation, where technologies facilitate and enable innovation.

On-Site IT Engineers Enable Cybersecurity Risk Management

Mitigating cybersecurity risks requires continuous effort, management, and surveillance. On-site IT engineers enhance your overall cybersecurity strategy as they are hands-on. They also have organization-specific knowledge that is difficult for remote teams to replicate or acquire.

On-Site IT Engineers Enable Digital Transformation

On-site IT engineers can provide you with the additional resources and/or specific expertise that you need to ensure your digital transformation initiatives are implemented successfully. They can also help with digital transformation strategy development, refinement, and implementation.

We can again call on our experience, including a situation where one of our engineers worked on a project to implement a LIMS system at a facility for one of our pharmaceutical industry clients. The engineer's working knowledge of the client's local IT systems and infrastructure helped greatly in expediting and streamlining the project.

On-Site IT Engineers Enable Cost Optimization

Keeping control of IT-related costs is essential to eliminate unnecessary expenses and ensure cost efficiency. The latter applies across the board, from capital expenditure on IT equipment to software licensing to assessing and selecting vendors.

Being on-site gives IT engineers a level of knowledge of your technical infrastructure that is difficult to replicate by remote support teams. Engineers working on-site can use this knowledge to give you advice and make recommendations on controlling costs.

Providing the On-Site IT Engineering Support that Your Business Needs

At Westbourne, we have over 30 years of experience providing on-site IT engineering support to customers. This includes global pharmaceutical corporations and organizations in a range of other industries and sectors.

Please get in touch if you would like to explore the flexibility and efficiency of hiring third-party on-site IT engineers rather than recruiting in-house.