**M2 - Advantages & Disadvantages of Outsourcing Technical Support**

**Advantages**Outsourcing is cheaper than in-house support, as there is either a fixed rate, or a fee per callout, rather than many individual salaries.  
Outsourced technical support is likely more experienced and better trained, as the entire business revolves around technical support. In-house staff may not be the most up-to-date with newer technology.  
Outsourced support can service multiple locations, even across multiple countries.  
Outsourced support is usually 24/7, unlike in-house support which will follow business hours.  
If support is outsourced, the organisation does not have to buy the equipment the support team needs.  
An outsourced team is more flexible - they can scale with an organisation, and rotate staff to suit the type of problem.

**Disadvantages**  
An outsourced company has its own policies and procedures, which may not be compatible with the organisations.  
An outsourced company will likely offer support from a different person every time, which is not ideal for a security-critical system, as many people will access the inner workings of a system, and will have to sign an NDA every time.  
If the organization uses bespoke hardware or software, the outsourced support team may not be able to fix it (either due to lack of knowledge, or company policy).  
Some outsourced support teams specialise in certain areas, so an organization could accidently hire the wrong team.  
Additionally, the outsourced team could lie about their credentials, giving a bad deal to the client.  
Remote technical support teams cannot fix hardware issues without travelling long distances. It is also harder to diagnose remote sytems.