

How You Can SAVE MONEY by Outsourcing Your Computer Support

Case Study: The Town of Mooresville, Indiana

Overview

The Town of Mooresville hired Outsource IT Needs, LLC to manage and maintain their computer network in September 2008. Their network is Windows-based with two servers and over twenty workstations, and provides continuity between multiple town organizations.

Why Did They Make The Decision To Outsource?

- Their computer network was consistently not functioning.
- Their custom software—which was not properly implemented—was unusable.
- Their lack of consistent user support.
- A bad hard drive gone unnoticed for months, resulting in over \$20,000 of data recovery and repair expenses.

How Outsource IT's Network Services Solved Their Problems and Saved Them Time and Money

- Their server availability increased to over 99%.
- Their productivity lost due to network outages decreased to 0%.
- The Town Council's awareness of network status improved. Usage statistics and budget projections for upgrades are readily available to the council.
- Their average wait time for user assistance dropped to 5 minutes or less.
- Outsource IT intervened with software vendors on their behalf, so their software investment is now functioning and usable.

The Breakdown in Savings

- The town pays \$420 per month (\$5040 per year) for network monitoring and upkeep.
 - Compare to a \$60,000 IT salary, plus benefits.
- Multiple problems are avoided due to proactive monitoring – saved over \$35,000 in repair expenses THIS YEAR!
 - System drive almost ran out of space. This can ultimately cause a server crash and data loss if not handled immediately. Estimated savings is over \$10,000!
 - Memory leak on server caused reduced performance. If not handled, this will cause the server to stop functioning, and productivity to be lost. Estimated post-break repair cost: \$1,000. Actual amount paid for proactive repair: \$250. \$750 saved!
 - Critical database corrupt. Service call trending highlighted the problem, and it was fixed while data was still recoverable. Actual cost to the town: \$500. Potential cost if database would have been left unrepaired: \$15,000. \$14,500 saved!
 - Virus detected on user workstation (on a Saturday). Isolated and repaired problem, workstation was operational by Monday morning. Productivity lost: 0%. Actual cost: \$250. Potential loss if virus had spread to network: over \$10,000. \$9,750 saved!

Conclusion

The savings are clear. With Outsource IT's Network Services, you get savings... and convenience! **You** could have an *enterprise-level IT team* at your disposal!



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(866) 217-8971