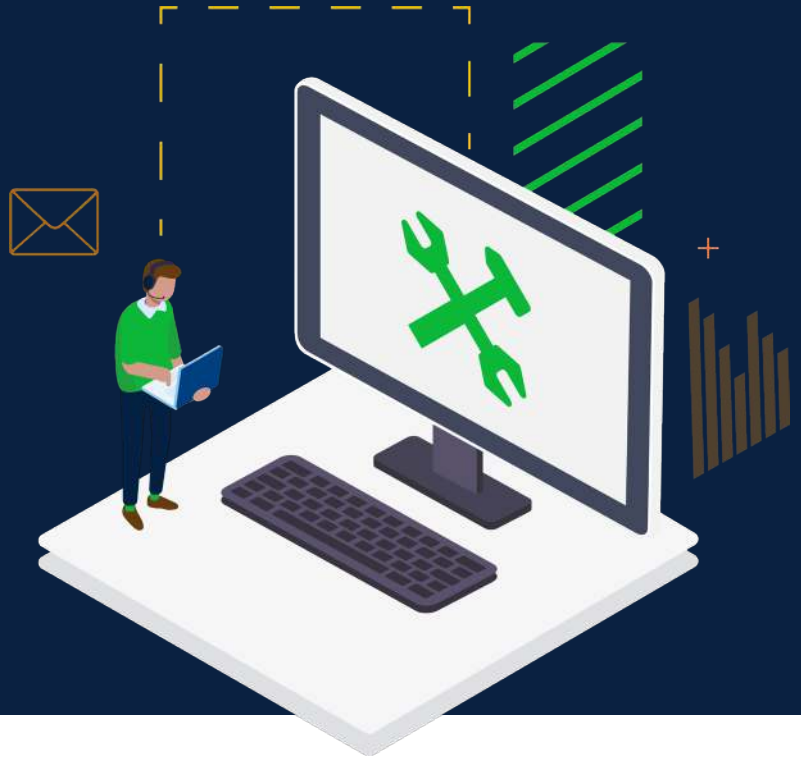


# INHOUSE **VS** MANAGED IT SUPPORT



The surge in remote working over the last two years has undoubtedly increased the strain on IT management across businesses, regardless of size or industry.

The increasing need for communication tools, productivity solutions and digital transformation has resulted in many organisations now struggling to know whether outsourcing their IT, or utilising an in-house resource would be best suited to support their users and fulfil their ever-changing business requirements.

As an award-winning Managed Service Provider (MSP), we know there is no one-size-fits all solution. So, for those that want to better understand the options available, our helpful guide will provide you with the insight you need to understand which IT management solution is best suited for your business.

## THIS GUIDE WILL ANSWER:

- What's the difference between inhouse and managed IT?
- Key roles and responsibilities within an IT service team.
- How to measure success.



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0207 043 7044  
hello@stripeolt.com

### Bristol

0117 974 5179  
hello@stripeolt.com

# THE BASICS

So, what's the difference between managed IT and in-house IT?



Having an in-house IT department essentially means that your company employs a few select individuals internally that are responsible for all aspects of IT management in the business. Your company will have full control over them, and any IT service required will get assigned to that department within the business. Typically, employing an in-house IT team will mean that your servers and hardware are kept on-site, and your business pays for hardware, software and updates, as and when required.

Alternatively, outsourcing managed IT services means that your business utilises the resources and services of an external managed IT service provider to look after some, or all, of your IT infrastructure. Through choosing a managed IT service provider, also known as an MSP, you can select the elements of your IT that you would like outsourced, ranging from software installation, IT incident management, strategic guidance or complete supervision of the infrastructure. Typically, businesses will pay a flat, monthly fee for their chosen managed IT support package.

Many businesses choose to opt for a hybrid approach, outsourcing a managed IT service provider to complement their existing in-house IT management team, and giving their business the best of both worlds. An example of this could be outsourcing helpdesk support, which would then liberate in-house staff from simple support tasks, allowing them to increase efficiency and focus on the bigger picture of the business.

## KEY RESPONSIBILITIES

Of course, every IT support team is different and responsibilities will vary company to company, however, key responsibilities for the IT support team usually include the following:

- Helpdesk Support, including remote and on-site support
- System and Application Integration
- Software and Hardware Installation
- Business Security Support
- Supplier Management & Procurement
- Technical Consultation and Guidance

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📞 0117 974 5179  
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## DIFFERENT ROLES WITHIN A MANAGED IT HELPDESK

Different IT support companies will have unique roles and responsibilities depending on the services they provide. However, if we take the traditional Service Desk model as an example, this would usually be constructed of the following key roles:

### Service Desk Manager

The Service Desk Manager's job is to assume responsibility for managing the helpdesk team operations. Key responsibilities of a Service Desk Manager would include coordinating, managing and training the service desk team, ensuring that client expectations are met, and the helpdesk team are working smoothly and efficiently.

### 1st Line Engineers

1st Line Engineers are generalists used to support in everyday issues and basic support requests. They are usually the frontline for the helpdesk and first point of contact for customers, dealing with simple issues quickly, gathering more information, and escalating any problems they can't solve onto 2nd Line support.

### 2nd Line Engineers

2nd Line Engineers deal with issues that are too technical or time-consuming for 1st Line Support to help with and are more specialist in their knowledge of key products and subjects. They usually deal with escalations and can provide actionable guidance and specialist IT consulting to customers.

### 3rd Line Engineers

3rd Line Engineers are specialist individuals who are more technically trained and are experts in their fields. 3rd Line Support Engineers can also have job titles such as Network Engineer, Cloud Engineer, or Project Engineer.

**Now you've gained an understanding of the varying roles and requirements within an IT support team, it's time to explore our comparison matrix on the next page.**



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📞 0207 043 7044  
✉️ hello@stripeolt.com

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📞 0117 974 5179  
✉️ hello@stripeolt.com

# INHOUSE VS MANAGED IT MATRIX



In House IT Support	Managed IT Support
<ul style="list-style-type: none"> <li>✓ An internal IT resource can provide quick access to technical support.</li> </ul>	<ul style="list-style-type: none"> <li>✓ A managed IT service provider will be governed by strict SLA's, meaning that you benefit from fast response times and great customer service.</li> </ul>
<ul style="list-style-type: none"> <li>✓ An in-house department will have working knowledge of your business infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Outsourcing your IT allows for flexibility – as your business changes and grows, managed IT enables you to quickly adapt to business needs.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Your organisation will have visibility over the tasks your IT resource carries out, but might have difficulty understanding the ROI on those tasks.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Managed IT support is cost effective – a flat monthly fee for the managed IT services is agreed, based on the level of outsourced IT services you choose.</li> </ul>
<ul style="list-style-type: none"> <li>✗ Building an in-house IT team with varied skill sets takes time.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Additional services, like cyber security testing, could be included with your managed IT plan, instantly providing you with access to a wide variety of services.</li> </ul>
<ul style="list-style-type: none"> <li>✗ Internal working patterns can be disruptive to wider business requirements, especially for organisations with limited IT resources.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Outsourcing IT services frees up internal resource, allowing you to focus on strategic goals and not the day to day running of your IT or your people.</li> </ul>
<ul style="list-style-type: none"> <li>✗ It is expensive to acquire a variety of appropriate IT management tools.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Access to the latest technologies, at trade price are delivered by any valuable MSP, allowing you to keep up with the modern way of working, at a low cost.</li> </ul>
	<ul style="list-style-type: none"> <li>✓ You have a dedicated team at your disposal to provide proactive, continuous monitoring.</li> </ul>

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0207 043 7044  
hello@stripeolt.com

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0117 974 5179  
hello@stripeolt.com

## HOW TO MEASURE THE SUCCESS OF YOUR IT SUPPORT

Our Technical Director, Alex Eley, says:



**At Stripe OLT, we find many clients have been passed from one IT company to the next, arriving to us frankly dissatisfied and unsure of the service they should be receiving. How do you know what 'good' IT support looks like if you've never seen it?**

**To us, it's simple – transparent, trustworthy, personable, pro-active and secure. Your business is unique, so your business technology needs to be as well.**



At Stripe OLT we believe the success of your IT Support Team can be measured by Service Level Agreements (SLA's). These can be bespoke and agreed to fit your needs as a business, and essentially represents the promise to respond and react to any IT issues within an agreed timeframe.

## KEY KPI'S TO MEASURE IT SUCCESS

- First Response Time
- Average Resolution Time
- Customer Satisfaction Score

## The importance of measuring customer satisfaction.

The importance of customer satisfaction also cannot go missed – how successful your IT Support Team is should be measured on client experience in addition to response and resolution times.

At Stripe OLT we measure our customer feedback using Smileback, a CSAT (Customer Satisfaction Score) platform that measures our clients' experiences of the Stripe OLT Support team.

We take great pride that our average CSAT score has never dropped below 95%, consistently at a high industry standard, at 97%.

## So, how do we keep our customers happy?

At Stripe OLT, we believe skill, passion and building strong partnerships is key to driving success. The three key areas we focus on delivering this, is through:

- 1. We don't rely on triaging and ensure our customers get straight through to someone that can help them.** That's why we only employ 2nd line engineers and above. In doing this, we ensure our clients receive a skilled and consistent service.
- 2. Each helpdesk ticket is given a rating** (red, amber and green) and if it doesn't receive a green rating, our delivery manager will follow up to ensure we are meeting customer expectations.
- 3. All of our clients receive a Technical Account Manager.** Our TAM's carry out monthly meetings and quarterly strategic sessions, to ensure we're aligned with our clients' projects and plans. Taking a proactive approach means we stay ahead of any concerns and know about any future requirements.

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📞 0207 043 7044  
✉️ hello@stripeolt.com

### Bristol

📞 0117 974 5179  
✉️ hello@stripeolt.com

## AWARD WINNING, CERTIFIED PARTNER



### Computing - MSP of the Year 2021

The 'MSP of the Year' award is presented to the UK's top IT service provider – in order to be shortlisted, companies have to demonstrate exceptional skill and commitment, and meet a wide variety of customer service requirements. Our combination of IT and cyber security services secured us the with in 2021.

### Microsoft - Gold Certified Partner

As a gold certified Microsoft partner, we have direct access to the latest Microsoft training, qualifications and tools; which means our workforce are not only experts in their field, but are equipped to deliver and implement industry leading secure, cloud technologies.

### Cyber Essentials PLUS - NCSC Certified

In gaining this practitioner status, our team of experts are ideally placed to support clients with their own accreditation journey, whilst additionally giving our partners the confidence in knowing that we are fully equipped to provide holistic protection across their systems.

## ABOUT STRIPE OLT

With offices in London and Bristol, we've been helping business leaders throughout the UK take control of their technology for over 15 years. Established in 2004, we have worked closely with clients across a range of sectors, from Transport and Logistics, to Finance and Legal - actively maintaining and protecting critical infrastructures in established organisations.

## KEY TAKEAWAYS

In a world where organisations rely on technology to support every user and department, ensuring business technology runs smoothly is an essential. Where an in-house IT function may be necessary to ensure internal technology projects are managed appropriately, it's clear utilising a managed helpdesk team to fill vital business gaps is crucial for day-to-day operations.

If you're looking to utilise expert support and advice, stay on top of emerging threat intel and implement the latest business technologies, then utilising a managed IT service provider is often the most cost-effective option.

Whether you're looking for a fully managed IT solution or want to compliment your existing resource with an award winning helpdesk team, our highly certified experts are here to help.

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hello@stripeolt.com

### Bristol

0117 974 5179  
hello@stripeolt.com



London

📞 0207 043 7044  
✉️ [hello@stripeolt.com](mailto:hello@stripeolt.com)

Bristol

📞 0117 974 5179  
✉️ [hello@stripeolt.com](mailto:hello@stripeolt.com)