



THE CASE FOR OUTSOURCING YOUR IT DEPARTMENT

Businesses today wrestle and grapple with the thought of hiring their own technology support staff to support their daily need for IT support without fully understanding the risks and the costs associated with having their own team of technology professionals.

Business owners, C-level execs and managers are attracted to the idea of having a team or a consultant readily available within shouting distance down the hall, basically having an IT resource committed to them 24 hours a day, seven days a week. However, many of today's business owners across the country are not aware of the total risks their business is exposed to by electing to bring their technology support in-house.



More often than not it is purely a cost-based decision, on the surface it may appear to be more cost effective to hire a consultant or employee who is committed as a full time employee. CFOs and accounting managers often look only at

the cost of having their IT outsourced and or attracted to hiring someone for a few thousand dollars a month as part of their staff will save their company in the long run. This is not the case in reality and by having a full time employee will actually end up costing business today more in the long run.

So what are the advantages of having an IT partner who focuses on delivering a complete managed technology solution? There are a number of immediate benefits over having a full time employee. These benefits include:

- The average technology professional with five years experience may be worth \$60,000 a year. This is great when you looking at the bills from your IT provider and see that you have probably spent paid the same in their consulting bills for only a fraction of the time. When a business elects to go internal, a \$60,000 salary now buys the business one person and not a team of professionals offering depth in expertise and knowledge.
- IT partners will provide around the clock monitoring and coverage throughout the entire term of the contract. When a company hires their own IT staff, now the challenges around vacation scheduling, training and time off from illness impacts the company. An outsourced IT Partner provided full time coverage, vacations, illness and other absences now are not an impact on your technology support.
- There are hidden additional costs when a business elects to hire internally. The costs associated with training can rise rapidly, when you have a trusted IT partner, training is no longer the company's challenge. The IT partner ensures that

HACKERS TARGETING IPHONES AND MACINTOSHES

Hackers are taking increasing aim at iPhones and Macintosh computers as these Apple devices gain popularity and market share worldwide. We are seeing an increasing number of people looking at Apple technologies to try and find vulnerabilities. When you have a large number of eyes looking at various codes certain things that have been overlooked before starts to get caught.

Now that 10 per cent of the consumer market is Macs, it becomes attractive for hackers to target those operating systems and those users. As Macs, Linux and iPhones become more mainstream and take a larger share of the market, they are likely to be more targeted.

Traditionally, hackers have gone after Windows operating systems because the Microsoft software has more than 90 per cent of the global market and Apple devices were largely ignored because its OS, Unix-based BSD, was harder to hack. As well, hackers were less likely to run code or scripts on a Mac OS machine, because malware was not created for those machines.

Apple users often have this perception that they are somewhat invulnerable to attacks. But there has been malware proven in the wild that the Mac OS can be infected. Some of the vulnerabilities that Apple users should be on the lookout include QuickTime vulnerabilities and potential vulnerabilities in the Safari web browser that is similar to ones found in Internet Explorer. Apple users cannot feel as safe as before, the times are changing.

I believe that part of the reason hackers are turning their attention to Apple is that the company has made their machines friendlier to running programs popular on Windows-based machines. Cyber criminals experienced with attacking Windows programs can apply some of their know-how to software modified to run on Macintosh computers. Developers that re-craft Windows programs for Macintosh systems might not be adept at building security components on the latest Leopard operating system used in Apple machines. Windows developers take their code and make it work on Apple. They could take potential vulnerabilities with them or possibly create new ones because they are working on an entirely different platform.



MAC.....

What I am trying to show, is hackers are able to "jail break" or get underneath the covers of iPhones and Macs, which shines a light on the fact that they are breakable and can be used to carry out malicious attacks.

However, I haven't heard of any viruses yet infecting iPhones and haven't seen any anti-virus applications being developed for the device, but it doesn't mean that Apple users shouldn't be concerned about the security of their machines.

Real viruses have been targeted to Mac OS and Linux, so don't have a false sense of security just because you own a Mac.

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IT.....

the skills of their team are up to date. Combine this with costs associated with procurement of equipment that include SmartPhones, laptops and other supplies can quickly add up and then there is the added payroll expenses associated with healthcare, payroll and others logistical items.

- IT partners can offer a wealth of knowledge and great resources when needed, offering networks of partners who can help geographical and even across town. When a company turns to hiring their own staff, this experience often is not available to them and they are stuck with just a single person or a very small team with limited expertise. Now when these skills are required outside of the skills level of their staff, this is now an additional expense that normally the right IT partner can extend to a company as part of their program.
- IT technicians always like to be challenged even the ones that you hire. What happens at the average company when the challenges stop occurring? Boredom is disastrous. There are two possible outcomes that occur with in-house staff who deal with challenges with boredom.
 - They choose to leave to seek out challenges -- When a company loses a member of their own internal staff, the intellectual property and knowledge goes with them. This leaves a huge void in the understanding of your systems and network layout. With a trusted IT partner, this knowledge is retained and companies continue to function as if nothing occurred.
 - They decide to adopt "make work" projects -- When this occurs it can be disastrous as well. Many make work projects are the result of boredom and complacency because of lack of challenges. When make work projects appear, what isn't getting done is the attention to the daily needs of your systems and network. Make works projects are distractions and your IT partner doesn't worry about finding stuff to do on your network. The daily attention to your systems is still the main focus of their services.

Having a full feature IT partner eliminates the tunnel vision found with internal employees. Too often, employers are limited only by the expertise of their internal employees and lose opportunities to improve their business.

When a company elects to retain an outsourced firm over hiring internal, they are getting service from a company who is focused on ensuring the IT needs are being addressed in the most efficient manner possible. Many trusted IT partners are focused on the bigger picture, ensuring everything is looked after in a company's environment including:

- Vendor Relations
- IT Budgeting
- Network Monitoring and Proactive IT services
- Knowledge Base Management
- Disaster Recovery Planning

Partnering with a trusted IT Partner, like Wilmot Technologies Inc. brings value to any business no matter what the size, what makes more sense to you? Limiting the knowledge, options and having to deal with people challenges such as complacency and boredom or expanding available options by having a wonderful relationship with a trusted IT partner who understands what business needs to grow, increase profits and the importance of the right technology solution.