IT Processes and Procedures You Should Outsource to Drive Business Value

[IT functions](#) fill a strategically important role in business operations. Yet they require significant expertise and resources. To achieve IT goals while strengthening core operations, many businesses turn to third party experts. When considering which IT processes and procedures you should outsource, look carefully at both the advantages and the risks.

Balance Benefits and Risks

Organizations of all sizes leverage outside expertise to reach strategic goals. Some key benefits of outsourcing include:

- Access to specialized skills – Startups and small businesses need experts in areas like [cyber security](#) and website development. But those experts can be difficult to find and expensive to hire. By partnering with outside experts, businesses gain access to a high level of skill that would otherwise prove beyond their reach.

- Cost reduction – By outsourcing, companies avoid the expenses related to hiring and maintaining an in-house team. They also reduce capital expenditures related to tools and technology.

- Access to technology – The right service provider brings access to cutting edge tools and technology without the need for heavy investment up front. This way, even small companies

can benefit from enterprise-grade cloud solutions, AI implementation, effective cyber security, and more.

- Scalability and flexibility – Businesses can scale services up or down quickly to accommodate changing needs. For instance, they can expand IT capabilities when launching a new project or during a peak season without the need to enter into a long-term commitment.

- Ability to focus on core competencies – With external partners handling IT functions, businesses can focus their staff and efforts on core business activities.

However, we have seen that outsourcing does involve some risks. For instance, adding third party access introduces security and compliance challenges. Communication barriers due to distance or culture can affect collaboration and coordination. And hidden costs or fees may reduce expected return on investment.

Thus, business leaders should carefully evaluate internal needs, as well as the reputation and expertise of the vendors they consider. However, when approached wisely, outsourcing has the potential to deliver significant gains in several critical areas. Top candidates for outsourcing include specialized services, infrastructure management, and non-core functions.

Specialized Services

By contracting with outside experts, companies gain access to skills that may prove infeasible to hire in-house. For instance, protecting digital assets requires both highly-trained security personnel and advanced tools. For small organizations, this presents a sometimes insurmountable barrier. Yet these companies sit in the crosshairs of cyber criminals.

By contracting with a competent security vendor, businesses tap into the up-to-date experience and knowledge of cyber security experts. Security vendors bring access to specialized skills and tools, allowing the organization to achieve regulatory compliance and secure critical data and systems.
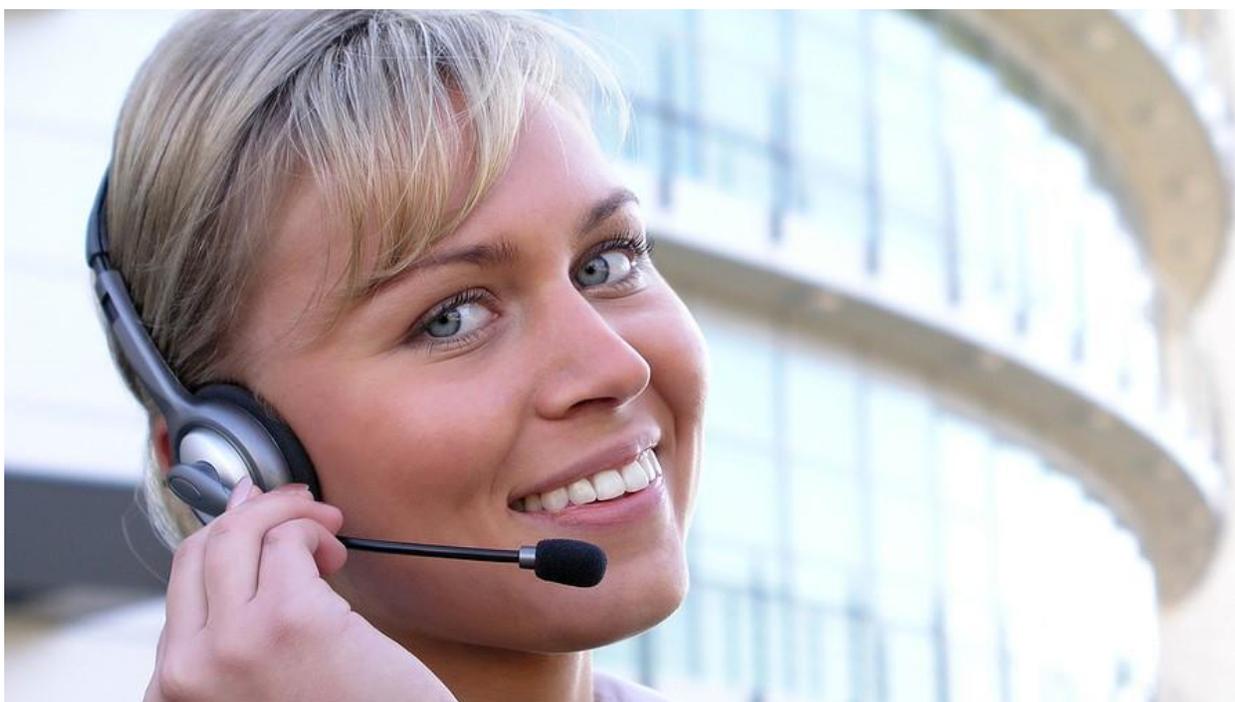
Similarly, businesses often turn to outside vendors to handle [cloud computing](#) and storage. By utilizing cloud storage and implementing SaaS solutions, businesses reduce operational costs. They also improve efficiency and security while enhancing collaboration and driving innovation.

In addition to cyber security and cloud computing, companies frequently turn to outside vendors to handle tasks such as web development and design, mobile app development, and telecommunications.

Infrastructure Management

Maintaining networks, backups, and equipment requires constant vigilance. At the same time, optimal performance and business continuity depend on smoothly operating infrastructure. By monitoring the network 24x7 and providing proactive maintenance, a vendor decreases downtime while improving efficiency and security.

Likewise, backups remain a critical piece of overall security and business continuity. But with the explosion in data volume and data types, they have become increasingly complex. An external backup provider delivers automated solutions and encryption to cover a wide variety of data sources. They also offer [secure backup practices](#) to satisfy regulatory requirements.

Non-Core Functions and Repetitive Tasks

Processes like IT helpdesk support and license management, while crucial, do not directly drive competitive advantage. Outsourcing these functions frees up the IT team to focus on more strategic tasks. At the same time, it ensures that critical items do not fall by the wayside.

For example, patch management consistently ranks high on the list of deterrents to cyber breach. And yet, companies often neglect to install security patches, leaving themselves open to attack. Outsourcing this task closes a critical loophole while driving efficiency.

How to Choose the IT Processes and Procedures You Should Outsource

The decision of what functions to outsource varies widely from one business to another and depends on several factors. Organizations should look carefully at business needs and priorities, considering where outsourcing will deliver the most value. They should also weigh the availability and cost of internal resources with the risks and benefits of outsourcing.

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