

## Free Network Audit



Is your network as healthy as it should be? Call us now to arrange a free system healthcheck:

**0845 600 2526**

**Microsoft**  
**GOLD CERTIFIED**  
Partner



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[www.isl-computers.co.uk](http://www.isl-computers.co.uk)

## Why Outsource Your IT Support?

ISL can provide you with a cost effective IT support service and a team of engineers with superior IT skills than an in-house support person. The ISL team of engineers will have far greater resources at their disposal and, have cover for holidays / sickness. Your business will also receive all the other benefits of being an ISL customer.

The following are the main reasons why you should consider ISL as your IT team:

- A permanent "desktop support" member of staff will cost between £14k - £25k per annum (excluding benefits). ISL can supply more, and end up costing less.
- Why? because we have put in place processes and systems focused on offering support services. We have far more resources available so your problems get resolved quicker.
- ISL have employed some very high-level engineers whose knowledge allows for the quick resolution of even the most complex problems which, no matter the size of your business, will occur from time to time.
- At times, an individual within a company takes onboard the IT support role as this is perceived as a cost effective solution. This is not only a poor use of the individuals time but a common myth that costs the company more through downtime and future system instability.
- If a permanent person makes a mistake, he spends time fixing it - at your cost. If ISL makes a mistake, we fix it - at our cost (not that it happens often).
- A permanent person has a finite skill-set. Supporting a business requires an in-depth knowledge of various technologies, amongst others, email, networking, firewalling, operating systems, and back office systems. The ISL support team have skills, experience and accreditations across the IT product range.
- You don't get a guaranteed service level with your own permanent support person. With an outsourced support contract with ISL you do. And, we can provide you with detailed reports to show how well we meet these.

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*(Why Outsource Your IT Support, continued)*

Understandably, some companies like having someone on-site. ISL can provide engineers onsite with all the resources of ISL to back them up.

It's very important that your own permanent support person needs to be managed. Imagine what some of your employees would do left to their own devices, and just imagine if those employees had access to all your company data, unlimited privileges, and unrestricted access to external resources! *ISL offers complete data confidentiality as standard.*

A permanent person will get ill and need holidays. ISL have a team of engineers and are able to provide support and cover at all times.

If the permanent support person doesn't work out, he/she may be difficult to remove and, if he/she has passwords and other administrative access, it can become a problem if there is any bad-will when they leave.

When your own permanent support person is involved in the future IT planning of the business, their opinion is often biased towards their own skill-set and not necessarily the best solution for the business. ISL have extensive experience in successfully supplying and supporting IT solutions to businesses.