

4 ways IT support builds up your business



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4 ways IT support builds up your business

It's almost like the start of a bad joke... What do you get when you cross a business with no dedicated IT support? And in reality, that's really what it is - a bad joke that's nowhere near funny.

When you allow your business to operate without a reliable outlet for IT support, things will eventually start to feel as if they're falling apart. And... this is mostly likely because they really will be falling apart.

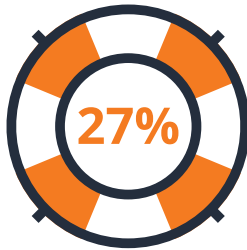
However, the minute you decide to track down quality IT support, is the minute your business will start to rebuild itself. You'll feel the positive impact throughout your entire organization, and you'll finally have the wherewithal to reinforce your competitive edge.

Here are 4 of the greatest ways an IT support outlet can build up your business.

1 IT support improves employee morale.

If your employees are left to wait hours or even days to receive any type of technical support, you better believe employee morale will suffer. They'll feel stressed, frustrated, and like their job performance is out of their hands.

But imagine how much better day-to-day life would be for your employees if they had instant access to technical support. It'd be great. Instead of weaving in and out of massive pools of downtime, they can resolve IT issues quickly and jump back into productivity like nothing ever happened.



DID YOU KNOW...

"27% of small businesses have no IT support."

- SMB Group

Without this instant support, your employees could wait an absurd amount of time to get things back to working order. You never know how long it will take for a technician to become available, and on top of that, if you're partnering with people you've never partnered with before, you can never be too sure how knowledgeable or experienced that company is. This only means that things might take even longer to resolve than they should.

2 IT support promotes better customer service.

Say you did provide your employees with a dedicated outlet for all things IT, and say that as a result, both productivity and morale improve. Don't you think that if this is the case, other things will naturally start to improve, as well?



DID YOU KNOW...

20% use outsourcing to improve efficiencies

- Deloitte

If your employees have the ability to stay productive and if they're less stressed in the process, then it's only a matter of time before other parts of your business start to feel the affects.

In particular, customer service will feel this impact dramatically. Since your employees are less stressed while on-the-job, they'll be more likely to treat customers with greater respect and positivity. And since your employees are working with an IT outlet that has their backs, they can respond to customers quicker and with more confidence.



DID YOU KNOW...

"80% of Americans agree that smaller companies place a greater emphasis on customer service than large businesses."

- American Express

3 IT support helps you avoid emergencies.

When you don't have dedicated support, all technical issues suddenly become emergencies. It doesn't matter how small the issue is or how simple of a fix it might be; it'll still be an emergency ten times out of ten.

This is because when something breaks or doesn't work like it's supposed to work, you'll spend a great amount of time, energy, and brainpower tracking down an IT company,

finding an available technician, explaining your infrastructure to this stranger, and then waiting for him to show up. It's exhausting and time-consuming.



By the time someone finally does arrive at your business, a day or two may have gone by and the issue still hasn't even been looked at yet. At this point, all that downtime, stress, and lost efficiency may have actually lead to a real emergency.

DID YOU KNOW...

35% plan to seem out IT support within the next 12 months

- ComputerWorld

4 IT support saves you money.

If you take into account everything you lose when you don't partner with a dedicated support outlet, you'll start to realize how much money your business is losing out on. Between lost efficiency, productivity, morale, and customer service, your business will drop large chunks of money for the most insignificant reasons.

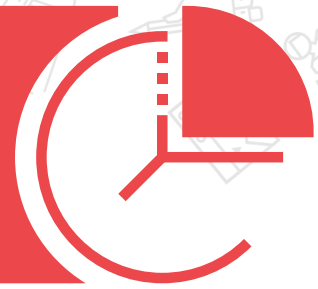
Whether it's a customer who has to cancel an appointment, an employee who sits around doing nothing for an hour, or a project that gets pushed aside for a day or two, the consequences will be felt in that wallet of yours. You can guarantee it.

However, with a dedicated IT support outlet, all of this can be avoided. And since most IT support services come to you at a flat, monthly rate, you'll save even more money when you consider all those large repair fees that you no longer have to pay for.

DID YOU KNOW...

49% use outsourcing to reduce costs.

- Deloitte

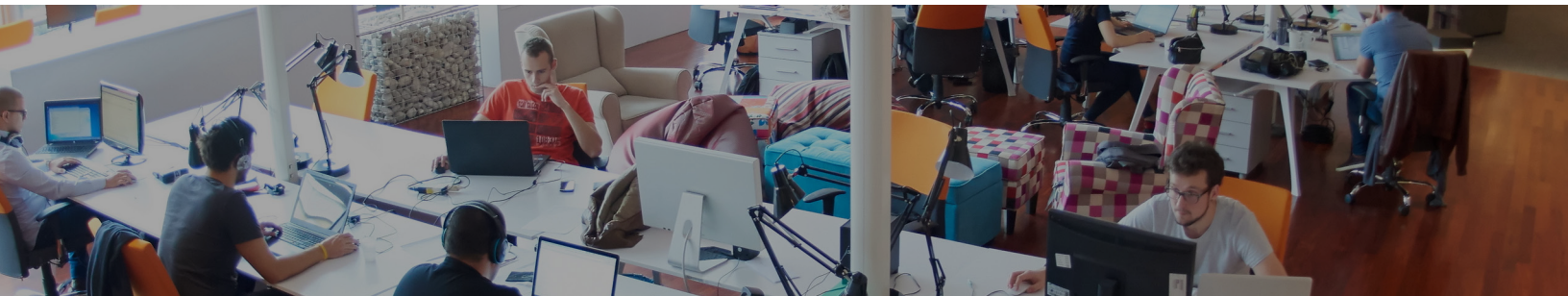


How can we help you?

At Immense Networks, we have decades of combined experience providing Managed IT Services and technical support for our partners. We help our partners maintain their technology, take care of their infrastructures, and plan for better futures. If you want to know more about our services or if you simply want to learn more about the benefits of IT support, then **give us a call today**. We'd love to talk.



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Our Partnership

At Immense Networks, we want to help our clients turn IT from a constraint to their biggest asset. By inspiring a culture of curiosity and excitement out of what IT can do for you, our IT consultants will work hard to make sure your business get the most value out of your technology investments.

[Reach out](#) to us today, and we'll guide you through your tech challenges with ease.



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