

In-house Vs. Outsourced IT

In-House

Select knowledge and expertise. Additional employee training costs

Increased overheads through yearly salaries, plus associated employee benefits

Investment required in terms of time and human capital

Irregular and reactive maintenance increasing the risk of system failure and downtime

Restricted to working hours with potential shortfalls during holidays or sick leave

Dependency on limited resources leading to longer resolution times

Expertise



Cost



Resource



Performance



Availability



Response



Outsourced

Access to full team of accredited engineers with broad skillsets

Reduced overheads and fixed monthly costs

Frees internal resource, allowing focus on core strategic functions

Proactive management resulting in better system performance and improved productivity

24/7 support, 365 days per year with no shortfalls for holidays or sick leave

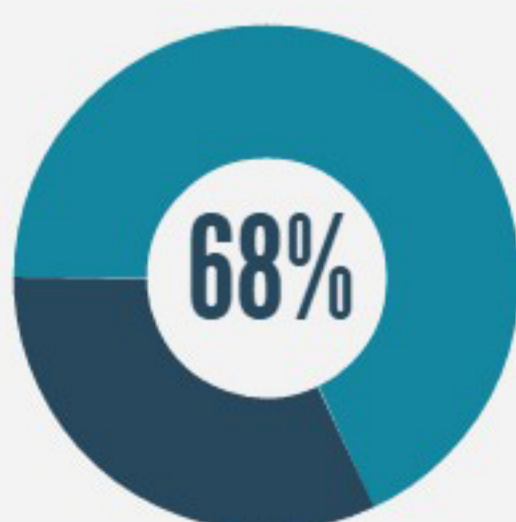
Quick resolution of issues in accordance with ambitious SLAs

Savings of up to 30% when you outsource your IT rather than recruit internally



Foration Service Levels

68% of requests resolved within one hour



86% of requests resolved within one day

