Discovery
INFORMATION TECHNOLOGIES
We Make I.T. Happen!

We Are This Beaumont Firm's Outsourced IT Department

Looking for an IT company you can trust to handle everything IT-related, from security to daily support? That's what Discovery IT does for this Beaumont Industrial Services Firm.

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Many businesses start out by handling various aspects of their operations in-house, including accounting, marketing, human resources, and information technology. However, once you've grown to a certain size, you're likely to start entertaining the idea of outsourcing.

Why? It's all about value.

When you're hiring in-house, it's often less expensive in the beginning. As time goes on, you start to notice the many costs that come along with hiring someone who doesn't come with a range of skill-sets and in-depth experience.

At a certain point, the idea of outsourcing all their technology needs, from maintenance to security and more is going to become more and more valuable to you—that's precisely why this Beaumont Industrial Services Firm chose to partner with Discovery IT.

How Did This Beaumont Industrial Services Firm Know They Needed To Outsource Their IT?

There are plenty of red flags that will tell a business like this that they need to take a better approach with their IT...

It's Too Expensive

Maintaining an internal IT department can be very expensive. The costs include:

➤ **Employee Expenses**

An in-house network administrator can cost a lot to have on staff. To be effective, IT service and support require up-to-date skills and expertise.

➤ **Benefits, Sick Leave, Vacation Costs**

There are additional expenses on top of the salary to consider. For example, holidays, and coverage while the network administrator is away. When you consider all of this, just one network administrator can cost even more than a standard salary.

➤ **Ongoing Training and Certifications**

With cybercrime and other threats to their business, this firm must ensure their IT staff is trained on the latest cybersecurity tactics. In addition, software, hardware, and cloud solutions are constantly evolving.

To provide the most cost-effective IT solutions, their IT personnel would have to attend vendor training and stay up on certifications that expire. These training and certification expenses can really mount up and may involve travel expenses as well.

Customers Are Unhappy

If the staff at this Beaumont firm can't work as quickly or as effectively as they need to be, it's only a matter of time before that affects their customers' experience. And there's nothing worse than having to face an angry customer and tell them you can't help them because your computers aren't working.

Employees Are Unhappy

IT user experience is a big part of business culture these days. If the Beaumont Industrial Services Firm's staff feels like they're fighting against their computers in order to get their work done, morale will plummet.

This Industrial Services Firm needs the best IT services to thrive, as simple as that. From productivity and security to communication and innovative new ways to get work done —IT is at the heart of it all.

Why Did This Beaumont Industrial Services Firm Choose Discovery IT?

ProMSP Managed Technology Services

We deliver a full-service, outsourced *(but local)* IT department, including helpdesk services for their end-users, monitoring and maintenance of their IT systems, and on-site services when necessary.

ProMSP Backup & Disaster Recovery

We provide reliable, monitored, and tested continuous backups of their critical data, as well as multiple off-site encrypted copies of their data to our SOC2 certified data center in Beaumont, TX.

ProMSP Managed XDR Cybersecurity

We manage monitoring, detection, and response services to protect the client from the numerous and ever-increasing cybersecurity threats that businesses face every day.

What Did Discovery IT Do For This Beaumont Industrial Services Firm?

Reduce IT Costs

Reducing IT costs is one of the most appealing reasons businesses use outsourced IT services. Businesses that choose to outsource can convert unplanned IT expenses to fixed, predictable ones. This frees up capital for other aspects of their business.

Plus, it saves on hiring *(and firing)* in-house staff, paying benefits such as sick leave, health insurance, and Social Security. In addition, their IT services will be available 24/7, where in-house staff may take off due to personal issues or illness.

Develop Confident Security

Security is one of the most important aspects of technology. While technology evolves and data expands, the number of ways the IT network can be compromised increases.

We offer security services, can advise this firm on the credentials of vendors and can conduct ongoing risk assessments to identify network vulnerabilities.

Access Modern Technologies

Many businesses find it difficult to keep up with the latest advances in technology. Outsourcing with IT services provides easy access to the latest technology so that this firm can be more competitive in this technology-driven world.

In addition, with IT services, these solutions are less expensive than if they purchased them themselves. Most IT companies have partnerships with vendors and can provide new technologies at a reduced cost.

Scalability and Adaptability

As this firm grows, its IT needs will grow as well. Keep in mind that new service offerings often come with significant upgrades or new software programs. their IT services can provide the flexibility they need to change their products/services or add new ones when required.

Discovery IT Will Be Your IT Department

If you're looking to outsource their IT support like this firm has, all you have to do is get in touch with our team. Our representatives are waiting to respond to their inquiry—harnessing the IT support you need is up to you.

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