

# Internal IT vs. Cabco Managed IT



In today's rapidly evolving technological landscape, businesses face the constant challenge of efficiently managing their IT infrastructure while staying focused on core operations. As such, many are turning to outsourcing their managed IT services as a strategic solution.

By partnering with a Managed IT Solutions provider like Cabco, you can gain access to a team of experienced professionals, leverage cutting-edge technologies and tools, reduce costs, enhance scalability, ensure round-the-clock support, and ultimately achieve a competitive advantage in the digital era.

## Cabco Managed IT

## Internal IT

	Cabco Managed IT	Internal IT
<b>SLA Driven &amp; 24/7 Support</b>	<ul style="list-style-type: none"> <li>Enjoy round-the-clock support and proactive monitoring of IT systems, ensuring minimal downtime and quick issue resolution.</li> <li>SLA outlining response times based on severity.</li> </ul>	<ul style="list-style-type: none"> <li>Limited availability of support by relying on internal staff availability during business hours, potentially leading to delayed response times and extended downtime.</li> <li>Reactive, ad-hoc support due to lack of tools and visibility.</li> </ul>
<b>Enterprise Level Security Solutions</b>	<ul style="list-style-type: none"> <li>World-class security toolset deployed including AntiVirus, EDR, Server Backup and Email Protection.</li> <li>Dedicated Support Team to review security solutions and update the client's security posture with the latest security updates.</li> </ul>	<ul style="list-style-type: none"> <li>Inconsistency in reviewing and deploying high-security tools.</li> <li>Face challenges in quickly adapting to changing IT requirements and scaling resources accordingly.</li> <li>Lack of familiarity with the security marketplace leading to vulnerability.</li> </ul>
<b>Vendor Management</b>	<ul style="list-style-type: none"> <li>Offload the responsibility of managing multiple vendors and their contracts to the service provider.</li> </ul>	<ul style="list-style-type: none"> <li>Internal IT staff may need to juggle multiple vendor relationships, leading to additional administrative tasks.</li> </ul>
<b>Industry Compliance</b>	<ul style="list-style-type: none"> <li>Ensure compliance with industry regulations and standards through the expertise and knowledge of Cabco.</li> </ul>	<ul style="list-style-type: none"> <li>Little to no governance framework due to lack of bandwidth</li> </ul>
<b>Professional Services</b>	<ul style="list-style-type: none"> <li>Scope and deliver IT projects on time and within budget</li> <li>Clients are provided with a detailed project overview outlining timelines and milestones.</li> </ul>	<ul style="list-style-type: none"> <li>Rely on the expertise of a smaller internal team with limited resources and skill sets as they are usually balancing end-user support, network support and critical projects.</li> <li>Projects are often delayed, negatively impacting the business.</li> </ul>
<b>Cost Savings</b>	<ul style="list-style-type: none"> <li>Reduce operational costs by eliminating the need for hiring, training, and retaining a full in-house IT team.</li> </ul>	<ul style="list-style-type: none"> <li>Incur expenses related to recruitment, salaries, benefits, training, and infrastructure for an internal IT department.</li> </ul>
<b>Client Service Improvement Process</b>	<ul style="list-style-type: none"> <li>Instant ticket surveys</li> <li>Quarter/yearly IT CheckUp reports</li> </ul>	<ul style="list-style-type: none"> <li>Lack of defined mechanisms for users to provide immediate feedback on internal IT.</li> <li>Users providing construction criticism to their colleagues may cause tension.</li> </ul>