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# **IT Outsourcing Services**

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*How Small Businesses Can Benefit  
From Outsourcing IT Services*

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# Why Outsource?

## Outsourcing: A Plan Small Businesses Can Benefit From

In the year 2000, the Information Technology industry reached an important milestone. For the first time, more than half (54%) of IT services purchased in North America were outsourced. A surprising feature of outsourcing is that its momentum is continuing even after the red-hot economy of the millennium has simmered down. Gartner Group projects that by 2005 outsourcing will represent 59% of IT services. Business have discovered that it's always a good time to outsource.

As Gartner Group commented in a report published in December 2001:

"During the economic boom, demand for business transformation and scarce IT skills drove outsourcing. The present economic decline has brought cost reduction to the forefront of most corporate and government agendas, and outsourcing can provide that benefit."

Whether it involves designing network infrastructure, setting up a network, rolling out a new messaging system, or building an on-line business application, outsourcing can contain costs and risks, allowing IT service expenses to grow in a more linear fashion than is possible by building up an all-purpose in-house IT staff.

### How About Small Businesses?

In the same report, Gartner made another interesting prediction: "By 2003, after the economy revives... even small enterprises will tap outsourcers." It may seem obvious that something that makes such good business sense for big companies should make sense for everybody. In fact, outsourcing can be even more appealing to small businesses, since it gives them access to expertise they couldn't otherwise afford. But by implying that small businesses will be latecomers to the outsourcing party, Gartner recognizes that the traditional outsourcing model is ill-suited for smaller organizations. As Gartner point out:

"A classical outsourcing deal takes, on average, nine months to set up. This simple fact will lead to the decline of classical outsourcing and the rise of new sourcing approaches."

Our model for IT outsourcing is the result of nearly thirteen years of working with small businesses. All outsourcing involves defining and managing risks, evaluating and recommending technology, and understanding the client's needs as they evolve. As in any healthy outsourcing model, Doss Business Systems' approach is based on the core belief that outsourcing is a very special type of business relationship that requires the motives and the goals of a client and a vendor to stay in close sync. But unlike the classical approach, Doss has refined a model for outsourcing that makes it easy for a client to engage DOSS Business Systems' services quickly, adapt as needed, expand when appropriate, and terminate if necessary. This flexibility addresses a critical difference between large businesses and small ones: small businesses have a much harder time recovering from big mistakes.

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## **DOSS Business Systems Outsourcing Model**

DOSS Business Systems has developed an outsourcing model that helps small companies solve their two biggest IT problems: cost containment and access to skilled personnel. Better yet, the model is based on continuous knowledge transfer from Doss to the client's in-house staff so that advanced technology can be learned quickly.

DOSS Business Systems focuses on Microsoft Small Business Server, Internet-based wide area networking, virtual office technology and our service-driven dispatch center. These are all fields that are evolving too fast even for big companies to keep up with. We have geared up to provide access to people who operate at the leading edge. We continually transfer knowledge to our clients, which enable them to keep up with the accelerating pace of information technology without exhausting their resources.

The key to DOSS Business Systems outsourcing model is that it keeps our business goals in sync with the goals and needs of clients. We invest heavily in our information infrastructure and we recruit highly skilled and motivated people, provide them with sophisticated technology tools, organize advanced training, and offer lots of mechanisms that allow our entire staff to share information.

The purpose of all this investment is to help us deliver our basic products: best IT practices, high value services, and knowledge transfer. This in turn allows DOSS Business Systems to satisfy its clients' primary motives for outsourcing: save time and money, access expertise, and enhance core in-house IT skills.

### **How DOSS Business Systems Save Time and Money**

When clients are developing IT strategies or making decisions about system architecture, DOSS Business Systems diverse experience brings a broader perspective than the in-house IT staff of a small business. This perspective is further enhanced by the fact that DOSS Business Systems often acts as a testing ground for new technologies. All of this experience helps to counteract the tendency customers may have to develop tunnel vision in their IT strategies.

With many companies, attempts to deploy advanced technologies fail because of immature or non-existent infrastructure for support and education — not because of some basic flaw in the technology itself. Because Doss is frequently called upon for implementing leading-edge technologies, we have developed proven methodologies and best practices to assure success. Clients get where they want to go faster, and avoid the costly scenario of spending significant amounts of time and money only to end up where they started.

One way Doss can stay sensitive to the needs of a small company is that we are a small company that uses the IT technology it consults on. DOSS Business Systems invests significantly in Microsoft technology in order to run its own business efficiently. We currently use Windows 2000 Servers, computers that provide e-mail, PBX/voice mail, Unified Messaging, access to common calendars, Voice Over IP gateway support, service dispatch management and tracking, client billing and service reporting system, accounting, Internet firewall, tape backup, VPN and modem remote access, and file/print sharing services.

## What does an IT Department Do?

A company's IT department is the central point for dealing with computers, data, and data communications. With the melding of voice and data, more and more IT departments are taking on the responsibility of the equipment used for voice communications, that includes telephone systems, voice processing systems and associated peripheral equipment.

It is the responsibility of the Information Technology Department to serve as the source of information about technologies available and provide the resources to acquire, maintain, and operate those technologies.

The mission of the Information Technology Department is to integrate technology into the business plan to accomplish the objectives of the company. In order to accomplish this goal, the IT Department is responsible for the following tasks:

- Determine specifications for new hardware and software.
  - Work with suppliers to provide the most cost effective acquisition of components.
  - Install, test, and deploy new hardware and software within the company.
  - Troubleshoot and repair technical malfunctions.
  - Provide systems and support to the entire organization.
  - Software & Hardware Training
  - Strategic Planning

### Importance of The Information Technology Department

A company's investment in technology can be a major expense. It is almost impossible not to use computers and the Internet if a business expects to grow and compete effectively. Large corporations realized this many years ago and created entire departments devoted to handling this new tool for business. With the advent of the personal computer, small businesses now have access to the same information and opportunities but lack the skills and knowledge to use them effectively.

Small businesses have the same needs as large corporations when it comes to information technology. It is extremely important for small businesses to make wise decisions when it comes to purchasing and implementing hardware and software. A wrong choice will result not only in the loss of the investment, but it will also have a dramatic impact on day-to-day operations.

## Typical Outsourcing Customer

Clients who use Doss Business Systems for ongoing outsourcing typically have these traits in common:

- Small to medium size company or department (5 to 100 users)
- Fast growth with limited IT resources
- Progressive view of information management
- Consider information technology as a strategic competitive resource

Among our existing clients, the primary motives for outsourcing in general and using DOSS Business Systems in particular boil down to three issues:

- Save time and money
- Have access to IT expertise
- Lack of In-House Technology Staff

DOSS Business Systems has built an organization structured to respond to these requirements. From our investment in technology to our hiring of professional employees, we aim to please.

- Experienced Consultants
- Strategic Partner Relationships
- A Variety of Service Plans and Options
- Certified Installers and Technicians
- Proven Track Record

Note: Gartner Group is an industry-leading research and consulting firm. You can find more information at: [www.gartner.com](http://www.gartner.com)

**DOSS Business Systems** – Your IT Outsourcing Partner