

The Benefits of Business IT Support as You Need It



The Benefits of Business IT Support as You Need It

So much can be said about the differences between offering a generic package of support options to clients and offering Business IT Support as a client needs it. On the one hand, having an organization pay a set monthly fee for a set number of services can seem beneficial - at first. It comes across as worry-free with organizations just assuming anything that happens from an IT perspective is covered. However, that's not always the case. The SLA for bundled service offerings usually outline what is and is not included.

Organizations who have their IT issues handled on an as-needed basis generally enjoy a greater sense of freedom. They wind up not paying for services they rarely need, if ever.

Business IT Support as You Need It Offers Flexibility

As you need it Business IT Support is a naturally flexible IT Support arrangement provided as your organization needs it. Organizations have more control over how they request and receive business IT support. A business IT support organization, such as Parallel Edge, is able to custom tailor IT support solutions to the specific needs of the company. You'll know exactly what you're paying for and can decide exactly what type and level of support you actually want.

Business IT Support Offers High Speed Support

Speedy response time is one of the major benefits the Business IT Support as-you-need-it model offers. Bundled services contracts typically come with a response time window guaranteeing a response time within 4 or 6 hours. However,



that window is not promised. The as-you-need-it model is a bit more flexible, giving your company a near immediate response more often than not.

Business IT Support Provides Excellent Communication

Communication is key in all aspects of business. It's even more relevant when dealing with IT issues and concerns for any sized organization.

IT Support providers typically have one shot to get the job done right when an organization isn't locked into a long-term contract. As a result, your company benefits from more active lines of communication between itself and your business IT support provider. More communication helps to ensure the job is done right the first time.

MAIN OFFICE

126 Beechtree Lane
Wayne, PA. 19087
(610) 293 0101

BOSTON OFFICE

275 Grove Street Suite 2 - 400
Newton, MA. 02466
(617) 848 8555