IS IT BUDGET SEASON?

Many organizations are planning their 2014 budgets this month. Are you including Information Technology here? You might want to think of these points to get you started:

- Are your servers and workstations nearing end-of-life, or end-of-warranty?
- Are you planning on switching to cloud services for one or more of your applications?
- What upgrades do you need to do on your main business applications?
- What can be done to lessen the peaks and valleys of your IT spending in its 3 to 5-year cycle?

After those questions are considered, it's time to think about more proactive and productivity-enhancing topics:

- What can be added that would take labour out of your operations?
- What kind of training do your staff need to make better use of their current hardware and software tools?
- What can you offer your customers that will enhance your value to them?

These are questions that we get asked often, and participate in with our clients. Feel free to use our expertise and experience to help build your 2014 budget!

Budget Trivia!

Average cost per month per employee for IT support:

Source	Average Cost
Gartner Reports	$250
Pro/Soft Managed Clients	$110
Pro/Soft Ad-hoc Clients	$60
- plus their internal staff	$70

PERFORMANCE METRICS

Pro/Soft uses metrics in its own business. We track time usage by client, by employee, by task, by day. We also track sales metrics like calls, appointments, proposals, and win/lose ratios. And, of course, our accounting department tracks cashflow, profit and loss, and other standard accounting numbers. And we also track more data around service desk activity, project success rates, etc.

We generate a lot of these automatically: they come into our respective inboxes daily, weekly, or monthly as needed. It provides a pulse of the business, and keeps us all accountable for our actions and our results.

Some of our clients have had us build automated reporting tools for their own business, for similar reasons. Whether they be dashboards or emails, reports or Excel spreadsheets, the goal is always to understand the state of the business, and be able to react as quickly as possible to exceptions.

We use a variety of tools to do this. From Microsoft Office software like Word and Excel, to more sophisticated web and reporting analytics tools, we're able to mix and match based on a client's priorities around timeliness, accuracy, cost, and audience.

You may find these books interesting, if you want to pursue the topic:

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Want More Help?

Could your staff use a breakfast or lunch session on security awareness? I would love to talk with you about this! Please call me at 416-283-0846 x221.

Like Our Work? We really appreciate being introduced to anyone else who needs our IT managed services. Speak with your Consultant, or contact Marc Dorval directly!