



# IT Outsourcing and Choosing the Right Provider

Trends and Strategies for Success



# INTRODUCTION

In today's competitive business landscape, IT outsourcing is becoming increasingly popular as companies look for ways to cut costs and improve efficiency. This E-book will discuss the top 5 IT outsourcing industry trends for 2023 and provide a comprehensive guide on how to choose the best IT provider for your organization.



# THE TOP 5 IT OUTSOURCING INDUSTRY TRENDS FOR 2023


In this chapter, we delve deeper into the top 5 IT outsourcing industry trends for 2023. As the pace of innovation rapidly advances, businesses will need to stay ahead by exploring outsourcing their IT. Understanding these trends will help organizations make informed decisions and adapt to the evolving landscape.

## **Increasing Demand for Outsourced IT**

The demand for outsourced IT is expected to grow exponentially, with software development outsourcing projected to increase by 70% by 2023. Several factors contribute to this surge, including talent shortages, skills gaps, increased remote work, and high employee turnover due to The Great Resignation. As recruiting and retaining top-quality tech talent becomes more challenging, businesses will turn to outsourcing to access external expertise and accomplish more with fewer resources.

## **The Importance of Security**

Cybercrime continues to rise, posing a significant threat to organizations worldwide. Recent research indicates that attackers could penetrate 93% of companies. Ransomware attacks are estimated to cost the world \$10.5 trillion by 2025, and the overall cybersecurity market is expected to reach \$376.32 billion by 2029. As security concerns become a critical factor for businesses, IT outsourcing partners with expertise in email and data security, cybersecurity testing and prevention, device protection and management, and remote monitoring will be in high demand.



## **Political Climate Affecting IT Providers**

The conflicts between Russia and Ukraine have had far-reaching impacts on various industries, including IT. Concerns over security and stability have led organizations to seek new IT vendors, moving away from Russian IT partners. Eastern European vendors in Ukraine, Poland, and Bulgaria have stepped up to meet this demand, with Ukraine's IT sector remaining resilient and growing at a rate of 20.4% in 2020 despite the turmoil. This trend is likely to continue, as businesses turn to these regions for IT outsourcing solutions.

## **Automation as a Driver for IT Adoption**

Advancements in artificial intelligence, machine learning, robotics, and the Metaverse are pushing businesses to adopt automation at an accelerated pace. IT automation can increase productivity, enhance customer experiences, enable organizations to deploy at scale, and speed up the time-to-value for new products. As a result, businesses will need to hire developers and programmers with AI or machine learning expertise and integrate these technologies into their operations swiftly.

## **Cost Concerns in IT**

Economic uncertainty in 2023 will prompt companies to scrutinize their budgets and prioritize essential spending. Despite this, investments in IT and technology are expected to remain strong. As maintaining a robust in-house IT team becomes increasingly challenging, organizations will look to outsource IT services for cost-effective solutions without sacrificing quality. Outsourcing allows businesses to pay on a per-project basis, enabling them to scale up or down as needed throughout the year.

Understanding these top IT outsourcing trends for 2023 will help businesses navigate the rapidly evolving technology landscape and make informed decisions about outsourcing their IT needs. By staying informed and adapting to these trends, organizations can remain competitive, secure, and efficient in an ever-changing digital world.



# HOW TO CHOOSE THE BEST IT PROVIDER FOR YOUR ORGANIZATION

In this chapter, we will provide a detailed guide on choosing the best IT provider for your organization. By following these steps and considering the factors discussed, you can ensure that your chosen IT partner aligns with your business needs and contributes to your organization's success.

## **Assess Your IT Needs**

Before evaluating potential IT providers, it's crucial to assess your organization's current and future IT needs. This will help you better understand the services you require and identify the provider that best aligns with your goals.

### *Identify Your Current IT Infrastructure:*


Make an inventory of the hardware, software, and network systems your business uses, and determine how they're currently managed and maintained. This will give you a clear picture of your organization's IT landscape and help you identify areas for improvement.

### *Determine Your Future IT Objectives:*

Consider your business expansion plans, technological advancements, and any new IT projects you have in mind. Adopting a proactive approach will help ensure that the IT provider you choose can accommodate your organization's long-term requirements.

### *Assess Your In-house IT Expertise:*

Evaluate the IT expertise of your internal team to determine whether you need a full-service IT provider or a specialized provider that complements your existing team's skills.



## Evaluate Potential IT Partners

Once you've identified your organization's IT needs, it's time to assess potential IT providers. Keep in mind that not all providers are created equal, and pricing often reflects the level of expertise, quality of service, and range of IT services offered.

### *Look at Track Record and Reputation:*

Examine the provider's history, clients, and case studies to gauge their experience and success in delivering IT solutions for organizations similar to yours. Compare your IT requirements to the services each provider offers to determine the best fit. Seek online reviews and ask your professional network for recommendations.

### *Check Customer Service and Support Options:*


IT issues can arise at any time, so ensure that your provider offers responsive support when needed. Assess their approach to service, response times, support services offered, and hours of operation. Prepare a list of questions to ask during your consultations with potential providers.

### *Make Sure Cybersecurity is a Priority:*

Verify that the provider prioritizes cybersecurity to protect your organization's sensitive information. A provider who emphasizes cybersecurity should use patch management software, proactive threat detection, regular privilege access reviews, and offer data backup and recovery solutions.

### *Find a Proactive Provider:*

Reactive issue resolution is essential, but look for a provider that takes a proactive approach to prevent problems before they arise. A proactive provider monitors your systems and networks continuously, identifies and addresses issues early on, and provides reports on areas of improvement for your infrastructure. Ask potential IT providers about the proactive measures they take to maintain your systems.



By following the guidelines outlined in this chapter, you can thoroughly assess potential IT providers, compare their services to your requirements, and make the best choice for your organization. Choosing the right IT provider is a critical decision that can impact your business's efficiency, security, and overall performance, so take the time to make an informed choice that will support your organization's objectives and drive its success.

## CONCLUSION

By understanding the IT outsourcing industry trends for 2023 and utilizing the strategies discussed in this ebook, you can make informed decisions about outsourcing your IT and selecting the best provider for your organization.

Choosing the right IT provider for your organization is a critical decision that can significantly impact your business operations, security, and overall performance. By following the guidelines and strategies outlined in this ebook, you can make an informed choice that supports your organization's objectives and drives its success.

As you evaluate potential IT providers, consider partnering with Robust Network Solutions. Our team of experts is dedicated to providing comprehensive and reliable IT solutions that support your organization's growth and success.



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