



Insource/Outsource Scenarios

Your company is growing and you know you need help managing the computer network. An "in-house" specialist has been taking care of your computing needs, but you're not so sure that you are being taken care of.

You don't have documentation on how the system is currently configured. You don't know if the software you are running is current and properly licensed.

You have a backup system but you are unsure if it is really backing up all of your data. Has the backup been properly tested recently? Are you truly backing up everything you need? Does anyone routinely review the backup logs?

Is your virus protection solution updated on a timely basis? Is your virus protection environment tuned to stop the multitude of latest threats?

Are you keeping updated with the most recent applicable security patches?

Are you preventing loyal, good employees from accidentally doing bad things?

You are experiencing growth in your business. Your "in-house" computer support specialist is overwhelmed by the volume of work that is necessary to maintain your business technical environment

You know you can't continue down this path and you realize that you need professional help.

When you call consultants for advice you come to the realization that you have one or more issues that you do not have the time or skill to resolve. You don't really know what is miss-configured and the situation is beginning to cost your business precious time and money. You just know that there has to be a better way!

Some pertinent questions you may be asking yourself are:

- When do I hire a full-time IT employee?
- What skill sets are the most critical and how do I screen for them?
- Should I hire an outsourced technology consulting firm?
- How am I going to find the time to do this right the first time?

It's not really all about the money, is it?

The issue you are facing is not only about money. The issue is the reliability, operation and security of your business computing system. It is not just computer hardware and software, it is the lifeline of your business. The ongoing success and profitability of your business is on the line!

Most businesses think that they are saving money – until a disaster like a hard drive crash or a security breach occurs.

When you are unable to conduct business for a few days and are in effect out of business, you will pay any price to get your business back up and running smoothly. However, you need professional technical help **BEFORE** the problems occur.

We truly believe and specialize in proactive maintenance. We design your computing system to prevent crises and reduce downtime. We will keep your system up and running so you will not have to experience the horrible pain and suffering of being out of business for some period of time.

Let's Look at the Money

So what does it really cost for great technical support? Let's start with some scenarios where we predict your costs. These can be adjusted to match your situation.

Scenario One: Hire an entry level IT help desk technician

A lot of businesses start out by hiring "a family friend" who knows a-lot about computers. This person will likely give you very poor technical support because he or she doesn't have the education, certification, or experience needed to manage a computer network.

If you pay \$15/hr, and assume zero overtime, this person will cost \$31,200 per year. After taxes, Social Security, workers compensation, etc. the total will be about \$39,000. If you pay for health insurance, 401K, or other benefits, the overall cost may be higher.

Note: You will likely need to hire outside help for major projects and to occasionally fix big problems that mysteriously arise in this scenario.

Scenario Two: Hiring a good, qualified computer technician

This scenario shows the rate of hiring someone who could manage over 90% of your business computing needs. This person will give you good technical support for almost all issues. He or she will not be an expert on email or network security firewall's or your line of business applications, but he or she will do a good job.

Expect to pay more in the range of \$25/hr. Again, we'll assume zero overtime so the annual salary is about \$52,000 per year. After taxes, Social Security, workers comp, etc. the total will be about \$65,000plus health insurance, 401K, or other benefits.

Every once in a while you'll need to hire an outside technical consultant. But this really will be a minor expense. **Reality check:** a fulltime, qualified technician will probably be more expensive than this.

Scenario Three: Having PennComp LLC take care of your computers and network.

We offer many options, but here we will illustrate the costs of several standard “everything included” support packages. The following are estimates and not formal quotations for our service. For a customized quote for your business, please contact our office.

First Scenario:

- One Server
- 10 desktop PCs
- **Cost for support: about \$ 10,000–15,000 per year**

Second Scenario:

- Two Servers
- 20 desktop or laptop PCs
- **Cost for support: about \$ 15,000–20,000 per year**

Third Scenario:

- Three Servers
- 70 desktop or laptop PCs
- Internet connections
- **Cost for support: about \$ 55,000–65,000 per year**

Your initial PennComp LLC consultation is free, so call us today to discuss a customized quote for your business.

And remember: With PennComp LLC, you don't get one overworked technician who may or may not know how to fix a specific problem: You get a team of certified industry experts. We hire only Microsoft–Trained and Microsoft Certified Professionals. We have the expertise, the experience, and the tools to take care of your systems the right way.

Whether you have ten computers or eighty, we believe we can provide you with better support than any single in-house technician--no matter how qualified he or she is. One technician can really only be an expert on a limited number of technologies.

Our team of experts can provide you with a higher level of support for all of your technologies. Our technicians coupled with our resources provide the best monitoring, patching, and maintenance tools in the industry.