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IT support outsourcing - IT offshore outsourcing means relocating information technology, or IT, services of the business outside the company premises. It is the means of subcontracting the information technology functions of the company to third party independent providers instead of doing the functions in-house. IT support outsourcing is commonly known as technical support outsourcing. Many companies today are outsourcing or subcontracting their IT support services to other companies in order to take advantage of the vast pool of resources that are otherwise not available in-house. It is widely known as technical support.

A lot of consumers currently rely on communication equipment and modern technology to expedite activities. Because of this, the demand for providing technical support is increasing. Many companies are having a hard time accommodating all the customer concerns and inquiries and focus on core activities of the business and its competencies at the same time. This is the reason why most company owners are opting to relocate the IT support activities of their businesses to countries that offer lower costs of production.

## Advantages of relocating IT activities offshore

• Levels the playing field between established multinational companies and start-up businesses. Small and medium-sized entrepreneurs usually do not have enough resources to support all the departments and fields necessary for the operation of their businesses. They outsource IT support because they cannot afford the high cost of hiring and maintaining IT professionals. Furthermore, they also do not have enough workload for full time in-house employees. Through outsourcing, they can gain more staff flexibility. They can add and/or remove staff at any point in time depending on the needs and requirements of the industry where their business operates.

• Lessen overhead and operational costs. Rates of services offshore are comparably lower than the local rates. Companies can move fixed cost to variable cost by outsourcing IT support activities. It is actually a better idea than paying fixed costs that an in-house IT department may bring. This practice is very advantageous, especially considering today's economic standing.

• Outsourcing IT support gives companies more freedom to focus on core business activities. Complex and time-consuming operations will be handled by third party providers with experts in such field of service. The process of recruiting, hiring, and training of employees will no longer be handled by the company. Appropriate staff for the service will be provided by the outsourcing vendors.

• Better and faster turnaround of projects and activities. Results will be delivered according to the set deadlines and requirements of business.

• Ability to tap into the latest technology and pool of resources by the providers. Companies can expand reach without the need to increase expenditures.

IT support outsourcing - IT offshore outsourcing is designed not only for large companies but also for small and medium-sized businesses. Many outsourcing providers offshore are willing to assist different companies that want variable costs models for their businesses. The primary goal of outsourcing IT support is to provide assistance that the company's customers need when they are having a problem with the products that they purchased.

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[Darren Serio](#) - About Author:

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