Should SMBs Outsource Their IT Support?
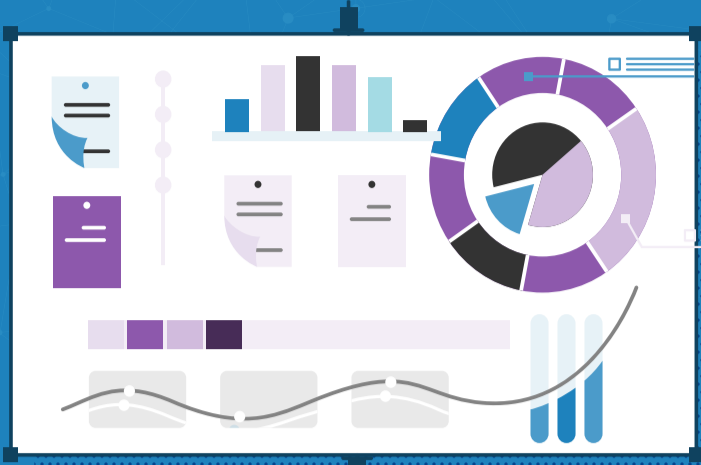
Small to medium-sized businesses (SMBs) cannot make the same investments in IT security as larger businesses.[1] This makes them **3x more likely** to be targeted by cybercriminals.[2]

In Asia Pacific, the high incidence of cyberattacks and data breaches among SMBs signal the need for better, stronger cyber protection.

But These Three Challenges Stand In The Way

Cost

51%

of SMBs in APAC cite cost as a major concern in securing complex IT environments[3]

Lack of talent

60%

of organisations face challenges in recruiting cybersecurity talent, while 52% struggle to retain it[4]

Insufficient awareness

80%

of organisations experienced one or more breaches due to a lack of cybersecurity skills and awareness[5]

How To Overcome These Challenges

1 Identify and address processes most vulnerable to security threats

With a limited budget, prioritise and focus on critical functions most vulnerable to cyberattacks such as sales, finance and HR.

2 Evaluate in-house capabilities to respond to different security threats
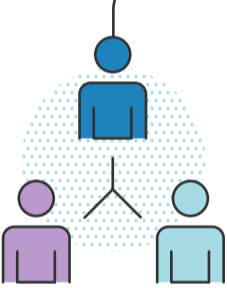
If there is a skills gap, upskill your employees to increase their expertise or outsource your IT services to 24/7 experts.

3 Determine which IT support functions to outsource

If your IT team is building up their expertise, let them handle processes that pose a lower security threat before moving on to bigger, more complex tasks.

To resolve issues early, minimise downtime and keep your business running smoothly, here are five professional IT support services you can outsource:

- Customer and employee help desk support
- Virtual desktop management
- Server, network and security management
- Hardware procurement
- IT support for on-site and remote workers

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Cost-effective
- Avoid upfront costs of hiring and training IT staff
- Pay only for the IT support services you need

Reliable
- 24/7 IT support services
- On-site and remote IT support
- Service-level agreements (SLAs) and guarantees

Scalable
- Add or remove IT support services as needed

Secure
- Up-to-date IT security solutions
- Regular IT security audits
- 24/7 threat monitoring

Hassle-free
- Grow your business without worrying about IT
- Focus on your core products and services

Say goodbye to overworked IT teams and cyberattack anxiety with our managed IT services.

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References:
1. OECD iLibrary, Digital security in SMEs, February 2021
2. Forbes, Small Businesses Are More Frequent Targets Of Cyberattacks Than Larger Companies: New Report, March 2022
3. TechDay, Enterprise in APAC to increase IT security budgets, February 2023
4, 5. Fortinet, 2022 Cybersecurity Skills Gap Global Research Report, April 2022

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