



WHITE PAPER

HELP DESK STAFFING SERVICES:

*Managing Your Service Desk Turnover
and Service Level Through Outsourcing*



» INTRODUCTION

IT Managers answer to a variety of stakeholders, including executives, clients, suppliers, staff, and even board members to deliver at ever increasing service levels. Meanwhile, businesses are constantly reaching for ways to realize the full value of their IT group, reduce risk, and maximize resources.

Responding to direct feedback from the market, 2NDGEAR offers Help Desk Staff Augmentation Services so that customers can achieve maximum return from their IT group as they evolve through periods of personnel change, launch new strategic initiatives, or roll out new technologies. This white paper discusses the IT challenges facing businesses today and then describes the benefits that 2NDGEAR can provide to corporations facing those challenges.

» IT STAFFING CHALLENGES

Lean Staffing

With good reason, most companies today take a lean approach to IT staffing. Large businesses may only have four or five technicians dedicated to helping a broad population of end users with common troubleshooting issues, including operating system restoration and email. Because of the ratio of IT expertise to employees, these technicians are typically very constrained for bandwidth. But the real challenge comes when one of those technicians leaves unexpectedly. Perhaps they resign to take another position or go on medical leave. Even covering scheduled vacation time can put stress on the group. In either case, a manager will need to fill the gap until a longer-term solution is found.

Scarce Talent Pool

While the manager is busy stepping in to fill the gap created by the departed staff member, they must also find the time to find and hire a replacement. This is not as easy as it sounds. The candidate search and interview process consumes a significant amount of time - and is nearly impossible to do when trying to manage the team and do extra daily work to hold down the fort.

IT resources are in high demand and as a result, are very difficult to find and retain. According to an article in *CIO Magazine*¹, Robert Half's 2018 Salary Guide², the talent shortage for tech workers is "no longer just an inconvenience for any employers - its quickly becoming a significant business problem." And when companies do find tech talent, they often can't afford it.

Seasonal Support Needs

Many companies including call centers, service businesses, retailers and more, have staffing needs that vary by season. The fluctuation can be a significant challenge especially when combined with the overall IT talent shortage. Even though the seasonal timing is predictable, managers may need to find many resources in a short period of time. And because those resources won't be retained year-round, strong candidates may be even less motivated to take the job because they can find more attractive, permanent employment elsewhere.

Training

If businesses are successful in finding and hiring IT professionals, training becomes the next challenge. The right training is critical to the short and long-term success of employees. With new technology emerging constantly, staying current to be able to effectively support users is harder than ever before. Training is an ongoing need that requires a significant investment of time. Some companies may not be set up to handle the training aspect and need support in this area so that they can focus on the many other priorities.

Budget Challenges

Not surprisingly, budget challenges present an issue when it comes to maintaining the ideal staffing for your business. Companies everywhere are being asked to do more with less. And with demand for IT professionals being so high, good talent has become very expensive. Some companies try to offer other non-financial incentives to make IT resources more affordable, but no matter how you approach it, there is no getting around the fact that budgets are an expected challenge across the board.

»» THE SOLUTION: OPTIMIZING YOUR IT DEPARTMENT WITH HELP DESK STAFFING SERVICES

Even long-standing corporations with experienced IT staff can fall short in areas where expectations are consistently high. There's often little margin for missed deadlines, downtime, or poorly executed projects. Given the level at which enterprise IT is expected to operate, many businesses find augmenting their staff with professionals from an outside source an ideal solution.

Help desk staffing solutions include a range of services to help businesses keep enterprise IT departments on track including:

- ▶ **Staff augmentation** – on demand resources when you need them; no long candidate search required; by augmenting your staff you can keep service levels high with no interruptions.
- ▶ **Contract-to-hire resources** – this service allows businesses to reduce the impact of poor hiring decisions as it allows for an introductory period before committing to hire them full time.
- ▶ **Staff recruitment/permanent placement** – by eliminating the candidate search, interview and hiring process, businesses and IT departments save valuable time and can focus on serving end users. Help Desk Staffing services will vet candidates for you and sends only the top individuals for the hiring manager's selection. They can also negotiate contracts on behalf of the business.

»» THE BENEFITS

Staff augmentation in all its forms can provide a number of benefits to customers, such as:

- ▶ Creating deeper efficiencies by strategically spending on the right expertise.
- ▶ Speeding up delivery for quickened ROI.
- ▶ Filling openings quickly - lessening challenges and delays related to hiring, training, and retaining experts.
- ▶ Improving best practices and reducing exposure to IT risk by leveraging professionals who have been trained to deliver in specific areas of IT.
- ▶ Enabling those needed to focus on strategic initiatives while ensuring that lower-value/high-risk operations are completed on a day-to-day basis.
- ▶ Eliminating risk associated with underperforming staff such as termination negotiations.



»» CASE STUDY

The following real world example illustrates the benefits of 2NDGEAR's Help Desk Staffing Services.

Driving to Success with Expert Staffing Services

A major national automaker had an unexpected vacancy in its help desk team at its main campus location when one staff member went on medical leave and then ultimately decided to retire rather than to return to the company.

2NDGEAR stepped in after the vacancy and consulted with the company to determine the requirements and characteristics that they were seeking in a replacement.

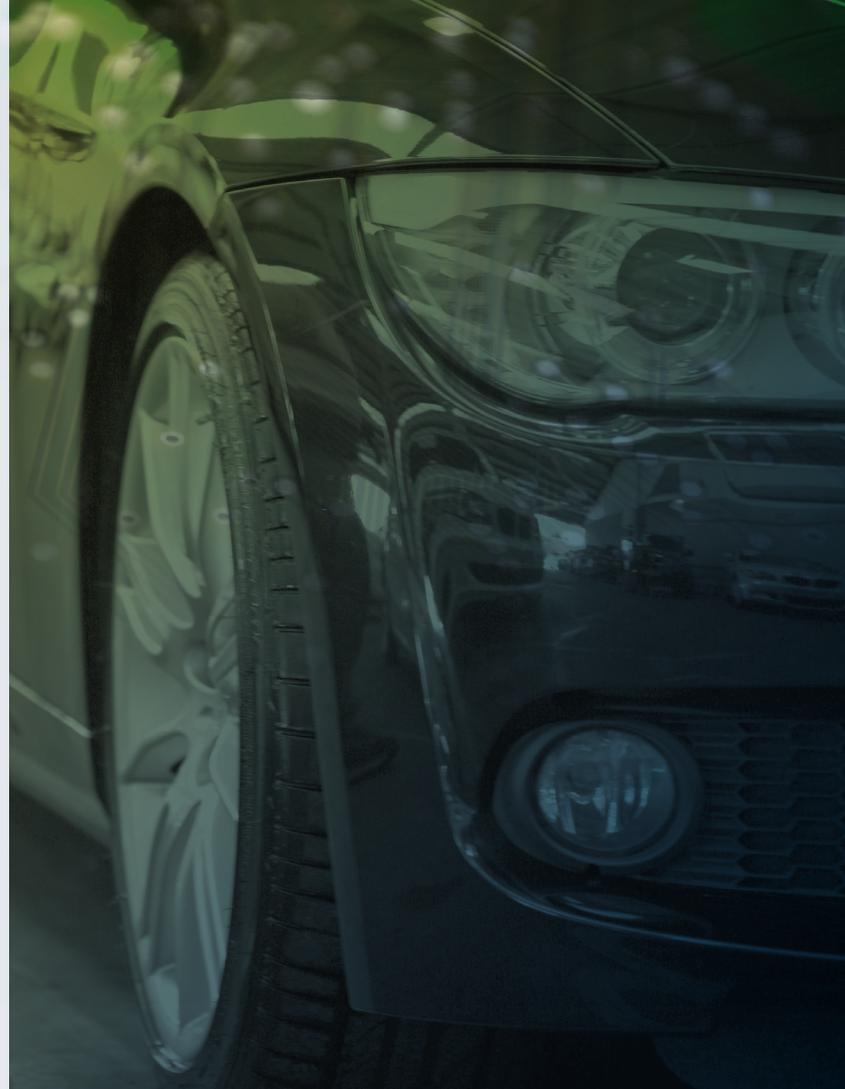
With 2NDGEAR's expertise in the IT environment, it was able to quickly identify an ideally qualified resource from its pool of candidates. The individual was matched with the client's business because he had the right knowledge, background and training for the job. His prior experience with desktop/PC troubleshooting, account configuration and network mapping, made him a strong candidate.

After 2NDGEAR arranged an interview with the automaker's hiring manager, the recommended, pre-qualified candidate was selected by the company and placed as a staff augmentation temporary resource for two years. He was responsible for general office desktop support and acted as the help desk for the company's website used by its dealerships nationwide.

During the two years, the relationship between the individual and the company proved to be very successful and the automaker decided to bring him on board permanently and full-time. Furthermore, the individual continued to excel and went on to be promoted to a supervisor of the help desk.

Throughout the entire time, 2NDGEAR also recruited and placed several other top performing IT technicians for the company. The technicians were responsible for a variety of IT support functions including network support, end user workstation imaging and deployment, and ticket escalation.

The ongoing partnership between 2NDGEAR and the auto manufacturer provides the right support when needed so there is no disruption in service. The key to success is 2NDGEAR's experience in the technology market combined with a strong understanding of the company's unique culture. Taking the time to learn the profile, characteristics and skills needed to be a strong fit for any business, is essential to being a valuable partner.



»» CONCLUSION

As IT managers struggle with a variety of daily issues combined with directional challenges, ensuring appropriate staffing with the right skill set becomes harder and harder. With stakes as high as they are, it is not surprising that organizations are looking for external support to augment their existing staff, bring in key expertise at the right time, and create more efficiencies within their IT investments.

A valuable partner and provider of trusted IT staffing services to many major corporations, 2NDGEAR can help its customers handle any situation. Whether a business is short staffed, has a forecasted vacancy, or simply needs help managing the hiring process, 2NDGEAR provides the staff and solutions that are needed to drive toward the goals of the business without disruption.

As IT management challenges continue to outpace the ability to maintain required staffing levels in critical IT domains, staff augmentation services will become increasingly critical and part of a long-term strategy for growth and success.

For more information about 2NDGEAR's IT Services including Help Desk Staffing, visit www.2ndgear.com/it-services or email info@2NDGEAR.com.

¹ <https://www.cio.com/article/3235905/hiring-and-staffing/it-salary-and-hiring-trends-for-2018.html>

² <https://www.roberthalf.com/salary-guide>