

5 Myths

of Outsourcing
the Law Firm
IT Service Desk

5 Myths of Outsourcing the Law Firm IT Service Desk



Have you ever thought of moving your IT department to an outside company, but have reservations about outsourcing? Think it might be too costly, or that the service reps will not speak English? And how can these people know the type of legal software that my firm uses? These are common myths—and we're here to ease your concerns about them.

These are the top 5 myths about outsourcing a legal firm's IT department.



IT'S TOO EXPENSIVE.

This myth is a reaction to initial 'sticker shock.' When comparing the cost of an internal IT department vs. outsourcing to a Service Desk company, it may seem like keeping your IT department in-house will save your firm money. While this may look good on paper, using an outsourced IT Service Desk would actually save money in the long run. By utilizing their tracking and ticketing systems, an external provider can help analyze common issues and create solutions for your firm. This brings the hourly cost of the IT Service Desk down—while helping your firm produce more billable hours and less administrative hours.



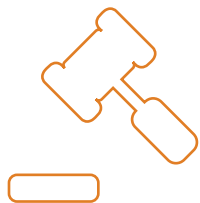
Our attorneys think the internal help desk provides enough support.

You may think that calling your own IT department to solve a simple problem is sufficient. But what if that problem was related to other issues that your staffer wasn't aware of? Most employees have very specific jobs, and only know their own job and its issues. Using an IT Service Desk, your staff can call and not only ask "*how do I fix xyz,*" but can also learn about other tricks and fixes that might make them more efficient. They can call to ask "*how to*" for any and all software related questions. Bringing in an outside IT Service Desk company gives your staff the assistance they didn't know they needed.



External service desk companies are just big offshore call centers, staffed with people who can't build rapport with my staff.

While there certainly are outsourcing companies with call centers in places like India, China and Malaysia, there are many companies that operate right here in the **US**. These companies will train their associates to be prepared when someone calls from your firm. They will be equipped with the best tools, and qualified to build a relationship with your staff—in fact your staff shouldn't even realize they are speaking to someone outside their company. Each interaction is unique and they strive to provide only the best service.



Service desks don't know my firm's very specialized legal software.

Many outsourcing companies will try and convince you that they have complete knowledge of any and all software, when in reality, there are only a few outside IT Service Desk companies that truly know the ins and outs of legal-specific software. Moving to an outside company that specializes in your business will benefit your company exponentially. These companies train their employees on the latest and greatest software, and learn to answer the questions being asked every day by multiple law firms. They use that knowledge to build a comprehensive database of information.



My IT department is on call 24/7,
no help desk can provide me with
that kind of support.

Most help desks won't be able to provide you with that support — however with a Service Desk, support is available to your staff *24 hours a day, 7 days a week, 365 days a year, including holidays.* They understand that billable hours are not just Monday-Friday 9-5, and that the legal industry never rests--so neither do they. Service Desk staffs are ready when you need them.



Separating the truth from the myth is an important step into moving your firm to an outside IT service desk. It is important to know what you're looking for, and what level of support your firm needs. An internal service desk is often unable to provide the level of assistance that an outside company can.

If you still have questions or would like to learn more about outsourcing, the team at Intelliteach is here for you. We specialize in legal IT, and have worked with many law firms around the world. We understand your concerns and hope that we were able to alleviate some of your concerns regarding outsourcing your IT department.



Learn more about Intellitech at
Intellitech.com