LIMA®

Insight-led IT services

Why outsource your IT End-User Support?

7 transformative benefits for your business.

The traditional in-house IT helpdesk is swiftly becoming a thing of the past, as more and more businesses opt to outsource this essential function. For many, it's a vital stage in the streamlining of their IT operations. Here's a rundown of the top potential benefits.

Shift your IT team's focus to deliver more value

Outsourcing your helpdesk function relieves your in-house team of the mundane, routine aspects of IT support. The result? They now have more time for things that drive business value, such as innovation, digital transformation and improving customer experience.

Better IT staff retention

Being able to concentrate on value-added work increases your IT team's motivation and job satisfaction, as well as their productivity and creativity. According to Gartner, IT workers are more likely to quit their jobs than those in any other corporate function, making this benefit especially important.

Improve your IT users' experience

LIMA's specialised IT support framework offers your people a truly seamless experience, with quicker response times and fewer minutes on the phone or in online help. In addition, our self-service capability allows users to solve many issues quickly and easily on their own.

Lower costs and simpler budgeting

Outsourcing tends to reduce the overall costs associated with first-line support, while allowing you to get more value from your in-house resource. With LIMA, you also enjoy a fixed monthly per-user cost for easy budgeting and forecasting.

Flexibility and scalability

Simply add or remove new IT users as your business changes and grows, safe in the knowledge that the support they need will be there.

Compatibility with ITIL best practice

Our approach ensures you always meet the influential standards set out by the Information Technology Infrastructure Library (ITIL) – including strong governance and a consistently excellent service to your IT users.

Better IT staff retention

End-user IT support is just one of the functions your business can outsource to LIMA, a trusted MSP for businesses across the public and private sectors. From telephony and connectivity to infrastructure, networking and security, we can handle all constituent elements of a seamless, powerful and dynamic IT estate – so you can focus on your customers.

Need more information on outsourced IT support functions?
Get in touch with one of our experts.

0345 345 1110   enquiries@lima.co.uk