Kaseya®

STRATEGIC WAYS TO BOOST
IT OPERATIONAL EFFICIENCY AND CUT COSTS

Introduction

The current global economic climate requires immediate budget cuts for many organizations. As such, it's incumbent on the senior executives of the business to take a strategic look at cost cutting and cost optimization. It involves the evaluation of both short-term goals as well as longer-term business objectives. In addition, it is critically important to consider the potential business impact when devising cost reduction strategies.

Long-term cost management requires a continual focus on ways to improve operational efficiency and boost productivity. With that in mind, it is imperative to nurture a culture where everyone across the company is driven to ensure optimal utilization of resources and do more with less.

IT cost management is a critical value driver that can help the business thrive and remain profitable even during a major economic downturn. Furthermore, optimizing and reducing IT costs helps businesses gain a competitive advantage and achieve their business goals.

Strategic Ways to Optimize and Reduce IT Costs

First Determine Your Objectives

The first step is outlining the objectives of your cost management strategy. Are you looking to make immediate short-term cost reductions or do you want to formulate a longer-term cost optimization plan? Maybe it's a combination of both. Even if the objective is purely short term, you should have a thorough understanding of the associated business impact that cost reduction brings. Work towards eliminating any low-value or redundant systems and services. For example:

- ▷ Decommission underutilized or duplicate systems
- ▷ Renegotiate with suppliers to get better terms
- ▷ Rationalize redundant services

Reduce or remove the true source of the cost and make sure you're not simply shifting it to another area of the budget. If you cut costs in one area, assess whether it will increase costs or negatively affect the performance of some other area of the business.

Make Cost Management Part of Your Culture

A critical piece of the strategy for ensuring effective, long-term cost management is for business leaders to create a culture of cost awareness and optimization. Develop internal processes that ensure the consideration of cost savings ideas from all levels of the organization. Another key part of this strategy is to benchmark your business against your peers in the industry. This will allow your entire organization to see how well it is performing relative to its competition.

Focus on Improving IT Efficiency and Increasing Productivity

There are many ways for IT teams to reduce costs and increase productivity. Sometimes, it may simply require an investment in better technology. For example, utilize a core IT management platform to increase operational efficiency with seamless workflows across tools.

Such a platform consists of the following essential tools:

» Endpoint Management
» Service Desk
» Knowledge and Configuration Management

By integrating the most important IT management tools, IT teams can get more done in less time and reduce IT operating costs.
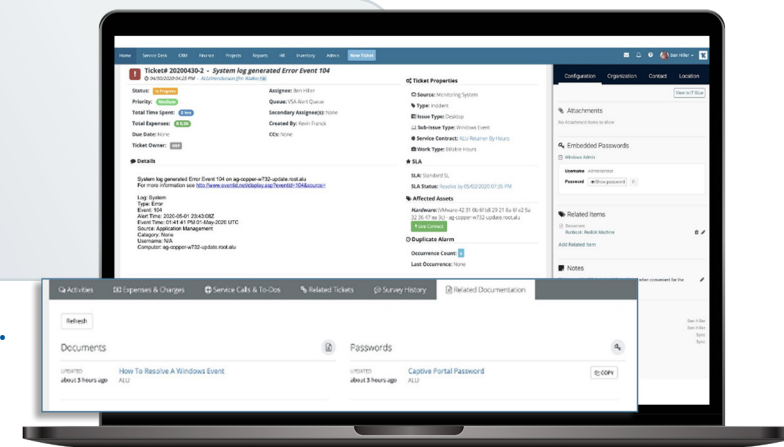
Service Desk	Endpoint Mgmt	Config Mgmt

Endpoint & Network Management

PSA / Service Desk

Knowledge & Configuration Management
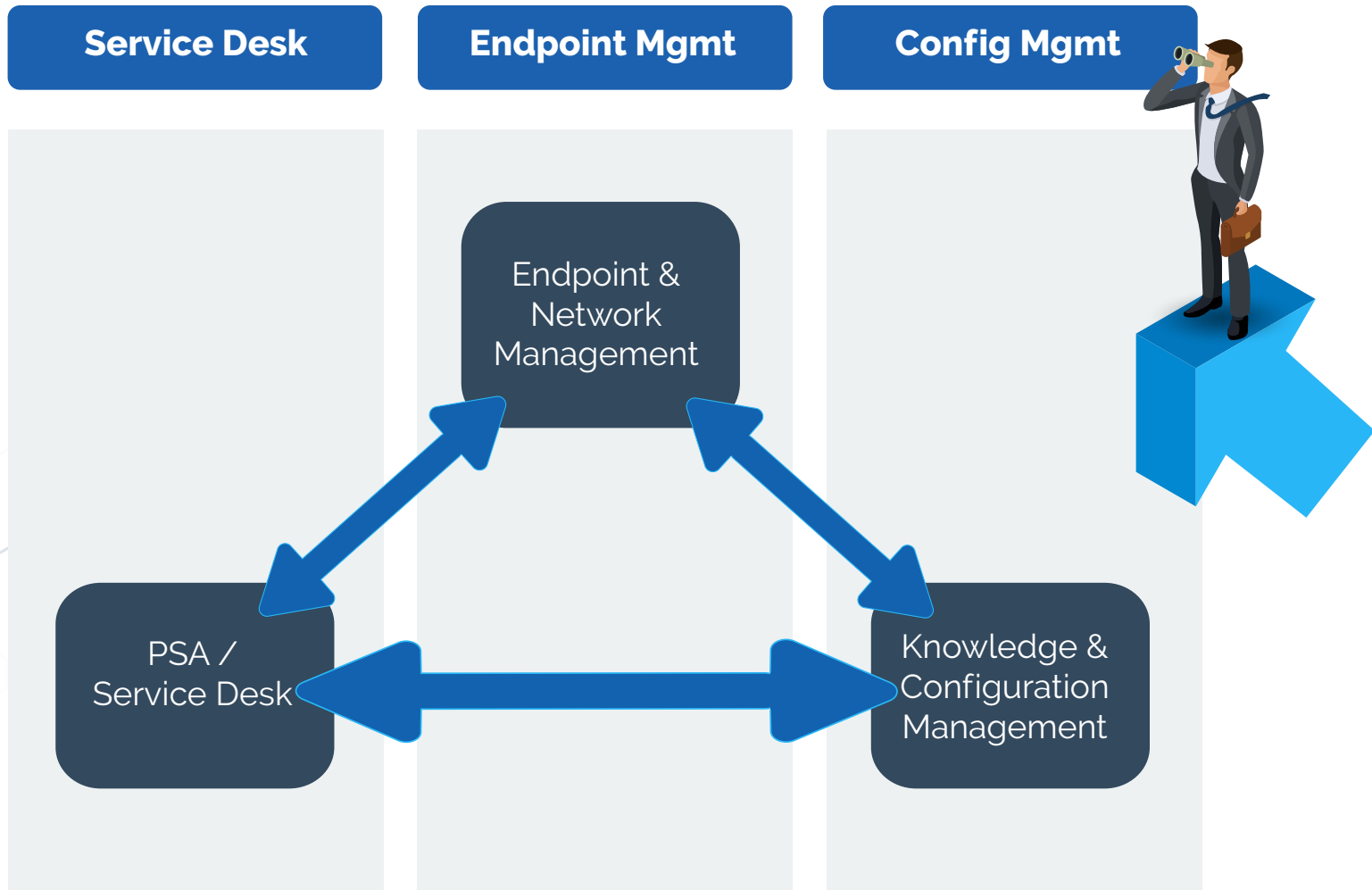
IT Management Platform

Here are three examples of workflow integrations that improve IT efficiency:

- **Integrate Knowledge and Configuration Management With Service Desk and Endpoint Management—Get Fast Access to the Right Information.** Did you know that your IT technicians could waste as much as 20 percent of their time just looking for information due to poor access to relevant IT documentation?[1] This workflow integration provides faster access to the right information in both the Service Desk and Endpoint Management tools.

What's the right information?

- ••• Enriched IT asset information
- ••• Organizational data
- ••• Related assets—hardware and software (i.e. configurations)
- ••• IT documents and procedures relevant to the associated endpoints and the service ticket incident
- ••• And more

- **Speed up Service Ticket Resolution With Easy Access to Remote Management.**

    Endpoint management tools usually provide remote management capabilities to allow fast access to endpoints in any location, as long as they are on the Internet. Workflow integration between endpoint management and service desk solutions allows technicians to easily go from a service ticket to the remote management function to troubleshoot an issue on an endpoint. This can reduce Mean Time to Resolution (MTTR)

Service ticket showing documents related to the specific IT incident in the ticket

- **Execute Automation Scripts From the Service Desk and Knowledge Management Solutions.**

    A common time waster for IT technicians is the need to jump from one IT management tool to another to get their job done. Workflow integration between the endpoint management tool and both the service desk and knowledge management tools addresses this problem. For example, techs could be working in the knowledge management tool and execute automation scripts right there. This avoids having to jump to the endpoint management solution and speeds up IT incident resolution.

    An IT management platform with seamless workflows like these can effectively reduce the 'space between,' which is the time wasted switching between applications, and boost IT efficiency.

Reduce Personnel Costs

Personnel costs comprise a major chunk of the typical IT budget of a company. These costs primarily involve salaries, bonuses, benefits and so on. Here are a few ways to reduce these costs.

Leverage Automation to Improve IT Productivity and Increase the Endpoint-to-Technician Ratio

Automation of routine IT processes allows smaller teams to manage larger, more complex IT environments. For example:

- **Automate Software Deployment, Patch Management and More.**

  Keeping up with the large volume of software updates and patches can be very time consuming for IT teams. This is especially true if your team uses manual processes. Automate software deployment and patching to make sure your systems are being updated in a timely manner. This will keep your IT environment more secure by reducing the number of vulnerabilities in your operating systems and applications. Minimize the "attack surface" for hackers by patching within 30 days of patch availability.

  You can also automate processes such as **routine server maintenance**. Apply best practice IT management processes in a standardized way by using policies to guide the automation.

- **Auto-remediate IT Incidents.**

  Your endpoint management tool should enable you to monitor events and conditions on each endpoint (via an installed agent) and then automatically respond to alerts that occur. These responses can take several different forms including generating an alarm, executing a script on the endpoint, automatic creation of a service ticket or sending an email to the support staff. Automating service ticket creation in the endpoint management tool and then auto-remediating the incident in the service desk has the advantage of documenting the process in the ticket. It is another example of a deep workflow integration that saves time and boosts IT productivity.
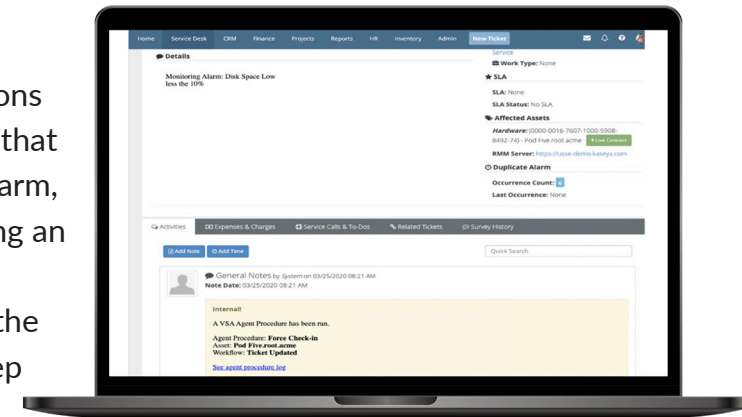
Service ticket showing that a script (agent procedure) has been run automatically to resolve a low disk space issue

EBOOK

Reduce Employee Turnover

The costs associated with hiring and training new employees can be a major expense, especially when you are trying to run a company on limited resources during an economic downturn. Did you know that small companies spent an average of $1,286 on training, per employee, in 2019?[2] Also, it might not be surprising to know that companies lose 1 percent to 2.5 percent of their total revenue on the time invested in bringing a new hire up to speed.[3]

You can optimize and reduce your hiring and training costs by doing a better job of retaining your existing employees. Then, you don't have to look for new candidates for the job and refill those positions. You can reduce employee turnover by:

- ••• Providing your technicians with better, more intuitive tools and workflows that make their job easier and enhance their efficiency.
- ••• Automating low-level, routine tasks to free up time for your technicians so that they can focus on more challenging and strategic activities.

Leverage NOC Services to Offload IT Functions

Operating a business during an economic slowdown inevitably implies significant budget constraints. One of the most effective ways of keeping your personnel costs in check is by offloading some of your labor-intensive operations, such as server monitoring and management, to Network Operations Center (NOC) services. NOC services free up your staff to focus on high-value services, customer retention and strategic growth. Moreover, NOC services with low overhead costs are readily available.
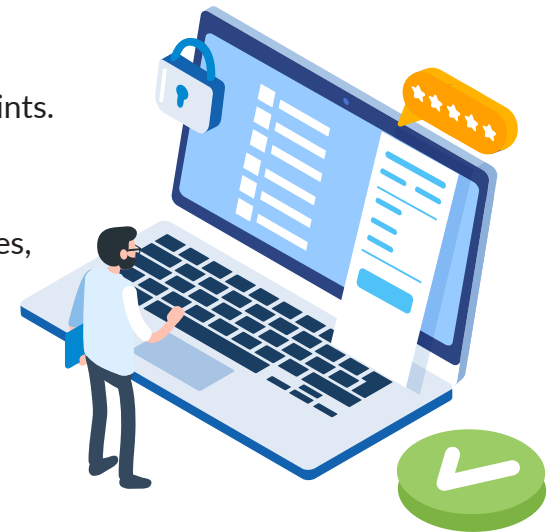
Reduce Non-Personnel Costs

In IT, of course, there are many non-personnel costs that can also be optimized. These include your IT infrastructure and IT management systems costs.

Cloud and Serverless Computing

While businesses the world over have been making a definitive shift to cloud services, the pandemic has further fueled the transition to the cloud. Serverless computing is a more recent development that offers an array of potential benefits ranging from cost savings and easier scalability, to faster deployment of new applications. With serverless, you 'pay as you use' for backend services. This can be less costly than traditional 'server-full' cloud services where you typically have to pay for a certain amount of capacity, even if it is not used.

Containerization

Containers offer huge cost-saving potential for businesses looking for new ways of cutting back on their infrastructure expenses. Containerization reduces infrastructure costs because they are more lightweight as compared to virtual machines (VMs). Since you don't need to have multiple OS images—one for each application on the server, more applications can run on the same hardware. This could reduce the number of hosts needed to deploy your applications.

In addition to that, containerization also promotes better coordination between the engineering and development teams, facilitates faster CI/CD pipelines and involves low maintenance costs. Container orchestration and containerized applications not only promote cost savings but also allow your developers to utilize their time and resources more productively.

Consolidate IT Management Tools

Another portion of your operational costs involves the licensing and/or maintenance fees for your IT tools. You can optimize these costs by eliminating the fees for IT management tools you don't need once you have a core IT management platform. For example, having separate remote management and patch management tools or separate endpoint management and network management tools shouldn't be necessary.

Kaseya IT Management Solutions

Kaseya VSA

VSA is our endpoint and network management solution for small to midsize businesses. VSA is the centerpiece of our IT Complete suite of products. It enables efficient management of your entire IT infrastructure. Automate common IT processes through agent procedures and policies. Automatically remediate IT issues. Stay on top of patches, including security updates, that remediate software vulnerabilities. In short, stay secure!

Kaseya BMS

BMS is our next-gen Professional Services Automation (PSA) solution that helps you optimize the backend requirements of your business. By optimizing the delivery of your valued services, you can minimize the time spent on non-revenue-generating tasks such as project management and billing. BMS can transform your business by giving you the ability to complete these backend tasks at a fraction of the price of the competition.

Kaseya Vorex

A powerful service desk solution, Kaseya Vorex allows IT technicians to resolve incidents quickly, with easy access to VSA's remote management capabilities. With advanced integrated workflow management, Vorex enables the smooth resolution of service tickets. Technicians have fast access to IT asset data and IT procedures from IT Glue.

Kaseya IT Glue

As the world's best IT documentation and knowledge management software, Kaseya IT Glue automates IT documentation via integration with VSA and BMS/Vorex. With IT Glue, IT technicians have IT asset and configuration information at their fingertips that enables them to quickly resolve service tickets and get work done faster.

CONCLUSION

The current economic crisis is an opportunity for business leaders to focus on maintaining profitability by optimizing operational costs and getting more done with a leaner workforce. Kaseya VSA helps businesses operate more efficiently by automating common IT processes and eliminating manual effort for routine tasks, ultimately freeing up time for your IT team to focus on more strategic projects.

REQUEST A DEMO OF KASEYA VSA

OR START A FREE 14-DAY TRIAL TODAY!

Sources

1. The True Cost of Bad Documentation- IT Glue
2. The Cost of Hiring a New Employee- Investopedia
3. The True Cost of Hiring an Employee in 2020- Toggl Hire

About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.