



## Always Consult – Potential Outsourcing of Hardware Procurement and Support

### Introduction

At present we have approximately 15 employees who are each provided with a laptop and mobile phone. Some also have an additional screen or other peripherals.

Although we have a small office and training centre in Upton Magna Business Park, Shrewsbury, on the whole employees work remotely and are located in widely scattered locations throughout the UK.

We also contract the services of 15 plus self-employed Skills Coaches, but these people provide their own I.T. equipment and we do not offer them hardware support for that equipment.

We are looking at the feasibility of outsourcing the two functions of **hardware procurement** and **hardware support** for our employed staff. The aim is to free up internal support staff as the business grows, enabling them to concentrate on areas more aligned with their expertise.

### Hardware Procurement

#### 1. Hardware Supply

- a. Source and supply hardware to an agreed business specification and budget.
- b. Receive requests for a device, fulfil the request including base configuration.

#### 2. Hardware Maintenance

- a. Ensure that hardware operating systems are maintained in support.
- b. Ensure that appropriate anti-virus, anti-malware protection and firewall is in place.
- c. Ensure that all operating systems and supplied software is correctly licensed at all times.

#### 3. Hardware Faults

- a. Receive reports of hardware problems. Investigate, repair or replace as needed.
- b. Overcome the logistical issue of hardware being at widely dispersed UK locations.
- c. Supply temporary devices as necessary during repair periods.

#### 4. Hardware Register

- a. Maintain an up-to-date inventory of devices in use, including operating system account details, device location, technical spec, operating system version etc. to help prepare for cyber security annual audit.
- b. This register to be accessible to Always Consult at will.

## Hardware, Operating System Support

1. Receive requests for support relating to apparent hardware or operating system issues.
2. Process support requests in accordance with an agreed Service Level Agreement.
3. Provide support remotely, but have an ad hoc on-site option if needed.
4. Share data on requests raised to enable identification of repetitive issues or issues that suggest a user training need.

## What We are NOT Looking For

- We are not looking for assistance with support of the business applications that we use, such as the Microsoft Office suite of applications and Teams.
- We plan to continue to support, manage and grow our web-based SharePoint tenancy in-house.
- We have specialist business applications that will continue to be supported in-house.

## Contact us



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