EXECUTIVE INTERVIEW

Designation	IT Director
Country	Hong Kong
Sector	Finance

Interviewer: **Could you tell us, to what extent does your organization use the services of an MSP and in which areas of IT?**

Respondent: We manage IT in-house and we have a cloud infrastructure, with cloud-based video and messaging. These cloud managed services, provided by a service provider, help us to deliver IT services and IT projects via the cloud. An MSP helped us to store all our data on the cloud. We think it might be beneficial to migrate all our data to the cloud, with the help of an MSP.

Interviewer: **How has working with MSP helped in terms of cost benefits, such as removing capital expenditure, coping with skills shortages or with meeting specific targets, such as a merger or acquisition or perhaps a new product launch?**

Respondent: I believe that the infrastructure or the service being provided by the service provider can manage our resources better than we can, especially in terms of cost. We know that technology is changing so we need to invest and keep all our technology upgraded, which is why so many organizations are looking to Managed Service Providers.

Interviewer: **What other factors do you envisage influencing your decision on employing MSP services over the next 12 to 18 months? For example, opening offices in new regions, impending regulatory changes or necessary technology change. And how will MSP help you overcome this particular challenge?**

Respondent: I believe the two most important factors which are affecting our decisions on using MSPs are cost benefits and Rural Social Cost. I think using MSPs has helped us to reduce internal resource constraints. Also, by increasing MSP services we can begin using our internal resources better by using our budget more wisely. Using MSPs has also helped us to reduce risk and protect our data, and I think this will continue in the next 12 to 18 months.

Interviewer: **What are the biggest pain points for your internal IT team? Skills shortages, too many IT projects, lack of management understanding, too much IT complexity? Maybe something else? How damaging could this be to your organization and why? Has it ever lead to failed IT projects or to over budget projects?**

Respondent: The biggest pain point would be the increasing need for email support versus limited internal resources for IT. Managing IT infrastructure may also be a pain point for the IT team. Cloud storage has become a very important aspect, as it is cost effective for the storage of data. So, this might lead to damaging effects in our organization, in terms of security, compliance and maybe other problems too.

Interviewer: **Let's talk now about the data management. How is your organization managing its data? Also, do you envisage a shift in strategy over the next 12 to 18 months and if so where do you see an MSP helping you?**

Respondent: We are managing our data on premise and also in the public cloud. I don't think MSPs could help much with this, as they may not have sufficient knowledge of our industry.

Interviewer: **In terms of percentage, how confident are you that your existing IT strategy is working well and where do you think it could be improved? Also, do you think there are aspects of IT that will never truly be managed well internally and will always require the expertise of an MSP?**

Respondent: I am 70% confident that our IT strategy is working well. One area of improvement should be security monitoring, which would help us to monitor unauthorized changes or any data breaches in the system. Security is the most important IT function that MSPs should manage, as we find it difficult to keep up with technology change. This is where MSPs could help us now.

Interviewer: **What aspects of IT in your organization do you think should always be managed internally and not by an MSP? Are there any external or internal factors that could challenge this, such as skills shortages, M&A, business consolidation or regulation?**

Respondent: It's important to always keep anything to do with customer information internal. Internal factors such as budget could challenge this but it's important to protect sensitive data. In terms of IT, there are some in-house practices sensitive to the business which should always be managed internally. External factors that could challenge this would be changes in the market and economy as well as skills shortages or merger and acquisitions.