EXECUTIVE INTERVIEW

Designation	Business 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 use MSP services as and when we need them as it is not realistic for us to have a fixed, in-house resource for some services. We use these services for projects like ERP, virtualization, SD WAN, Azure Stack, cloud migration or infrastructure. MSPs provide guidance helping us to embrace new technology.

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 use managed services for a combination of different factors. It makes resource allocation more effective but it also gives you an insight into what you may or may not be able to acquire.

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: It would most likely be around security issues. MSP services help us in opening offices in new regions or with any technology changes. Thinking about the benefits for our business, MSPs have helped us to reduce risk and will continue to do so in the next 12 to 18 months. They have also helped us to protect our data.

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: It really depends. Different parts of the company are regulated by a number of different things. At the moment the regulators are satisfied but this could change as internationally the story is different.

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: In general there are lots of different levels of MSP in terms of quality. Sometimes it's very difficult to locate or establish the appropriate MSP, so I think that on the whole MSPs should be more standardized and more service-oriented and differentiated. There is no absolute answer on whether you can always manage certain aspects of IT internally. Network security is important. Everyone needs it. To protect ourselves from cyber-attacks we must have proper knowledge about how to protect our resources. One hurdle is that every customer has specific security specifications. MSPs have to find ways to align multiple customer security standards with their own internal operational security.

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: In general, I would like to say that core business processes should not be using MSPs because this is the source of a business's competitive advantage. I can understand in the current situation that education is important to improve skills. A key challenge for MSPs is providing quality service, on time and on budget to customers while maintaining a strong working relationship with them. There can be multiple additional challenges like cloud adoption, customers' behavior and expectations, and

pricing, which may influence what services are offered and at what prices. Several dangers inherently arise when pricing is artificially low, increasing the need for confidence in technology partners.