



EXECUTIVE INTERVIEW

Designation	IT Director
Country	USA
Sector	Government

Interviewer:

To what extent does your organization use the services of an MSP and in which areas of IT? To manage all your IT? To run projects on ERP, virtualization, SD WAN, Azure Stack, cloud migration or infrastructure, for example?

Respondent:

Currently, we use MSP's to assist with projects on cloud migration and Infrastructure. New technologies innovations and processes heavily influence decisions on using MSP's, in addition to changes in regulations. This is assessed on a yearly basis when the budget is being decided upon. We use MSP services primarily as consultants. We find that it's beneficial to us in a number of ways. In particular, when it comes to solving difficult problems throughout projects, or problems which are unusual and unfamiliar to us.

Interviewer:

How has this 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:

Cost-effectiveness is another reason that we use MSP services. Our capital expenditure has decreased since using it, which is beneficial to us when we are lacking in resources and are having difficulty allocating funds to skills shortages during certain projects. When it comes to problems that are outside of our ability to deal with due to budget constraints, MSP services are of use to use.

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 (if so which?) or necessary technology change (if so what?). How will an MSP help you overcome this particular challenge? I.e. What do you see are the key benefits of using an MSP for your organization in the next 12 to 18 months?

Respondent:

I would say both regulatory changes and technology changes. We tend to use different MPS's, and this is depending on what circumstances we are in. MPS's have helped us to facilitate such circumstances and they allow us to adapt to

change. We believe that MPS's will continue to do this for us for 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:

Our biggest pain points would be keeping up-to-date with regular security updates, as this is a specific area in which we struggle with. The main reason for this is because we are at risk of being affected by serious security issues due to outdated systems, and we believe it is of critical importance for us to keep our security updated in order to avoid such events. Along with this, adapting to new and constant changes with technologies and processes are priority areas in which we need to focus on, due to the confidential nature of the information held within the system. It would be very damaging for us, and the Government in general, if this aspect of the system is not constantly updated. As such, it remains a constant priority for us to maintain and upgrade.

Interviewer:

How is your organization managing its data, on premise, in the public cloud, both? Do you envisage a shift in strategy over the next 12 to 18 months and if so how and why and where do you see an MSP helping you?

Respondent:

At present, regarding managing our data, there is a split of 50% of infrastructure and data to be hosted on-site, and the remaining 50% hosted within a secure location offsite. This split is due to security reasons, in addition to expanding storage needs. This may change within the next 12-18 months with a shift of storage systems to a cloud-based environment.

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? 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? If so what?
(Security? Cloud? Infrastructure?)**

Respondent:

Personally, I would say 90% confident. We find that our IT strategy is working adequately. However, there are of course areas which could be improved upon, as we are still not completely satisfied. There is always room for improvement that can be tackled through updated training for staff. This would be of great help to us, as new technologies and processes are always a problem for the organization when managed internally. For us, there is a good chance that security, in particular, will always require the expertise of an MSP.

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? If so what?

Respondent:

We have certain areas of which are legally required to be managed internally. As such, we are unable to use MSP to manage all aspects of our IT. MSP's will never be used for these particular areas, although as a whole, the organization is open to using MSP. Due to confidentiality reasons within our company, I cannot disclose what specific areas we are required to handle internally. These rules are unlikely to change, and as of yet, these rules have stayed consistent, which is something we can rely on.