inbay

REMOTE STAFF
AUGMENTATION SERVICE

DEDICATED NOC,
SERVICE DESK AND PROJECT
STAFF AT A FRACTION
OF THE IN-HOUSE COST

Finding it difficult to grow with current staff?

Need support to cover overflow, out-of-hours or 24/7 support?

Can't find the skills you need at a price you can afford?

Spending more time on HR than on service delivery?

If you are looking to augment your team but you don't want to hire additional in-house resources, then remote staff augmentation is an option you should consider.

Save up to 59%[1] on the cost of hiring additional engineers to staff your NOC and Service Desk.

Augment your team with dedicated resources, sourced and selected to your exact specification.

We

- ✔ **take on the recruitment challenge**
- ✔ **manage HR responsibilities**
- ✔ **provide a secure, state-of-the-art working environment**
- ✔ **bear the burden cost**

You

- ✔ **choose the people you want to join your team**
- ✔ **schedule and manage their work as with your in-house staff**
- ✔ **use your own SLAs, RMM and PSA tools**

[1] Percentage saving calculated on the average for each role, based on Australian figures. Data taken from www.bls.gov/fls/country/australia.htm www.flatrockgroup.com/understanding-your-true-labor-burden-costs www.payscale.com/research/AU/Country=Australia/Salary

Benefits

Lower costs

You will be surprised at just how much you could save by using Inbay's remote staff augmentation service to enhance your existing NOC, service desk or project teams.

Inbay's remote staff augmentation service is cheaper and more flexible than hiring in-house because we take on staff overhead and burden costs, offering you fully inclusive resource rates which absorb staff salary, allowances, holiday/sick leave and all other applicable employee-related costs.
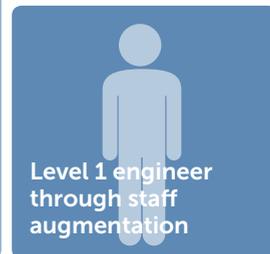
Annualised fully burdened cost
AUS $81,900
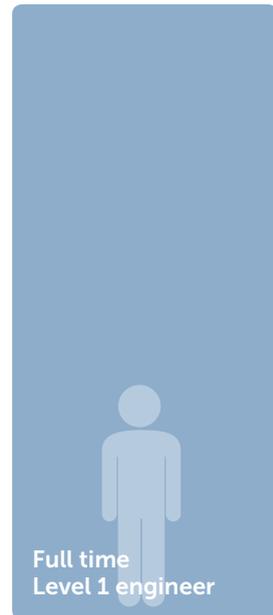
Resource rate annualised
AUS $33,840

**Full time
Level 1 engineer**

**Level 1 engineer
through staff
augmentation**

Percentage saving calculated on the average for each role, based on Australian figures[2]

Lose the recruitment burden

Recruiting appropriately skilled technicians is a persistent challenge for MSPs – particularly for some of the most in-demand skills. With our remote staff augmentation service, you can offload the staff recruitment challenge to us and we will take on all aspects of HR management for that resource moving forward.

This frees up your time to focus on growing your business.

Tailor to your needs

Remote staff augmentation can be applied to many different scenarios. You may just want access to two or three NOC engineers to cope with your overflow, to cover out-of-hours or provide a 24/7 service.

You may want additional project staff with specific skills or to work 'your' overnight, in a follow-the-sun model.

You may need a whole service desk team.

Whatever your requirement, our service can be tailored to meet your specific needs.

[2] Data taken from www.bls.gov/fls/country/australia.htm
www.flatrockgroup.com/understanding-your-true-labor-burden-costs
www.payscale.com/research/AU/Country=Australia/Salary

Use your existing processes and tools

While we manage your augmented resources from an HR perspective, you manage their work and performance to ensure your service delivery standards are met. You set the SLAs, you manage the processes and, where necessary, you train them in your chosen RMM and PSA tools.

100% dedicated to you

So, for example, in the NOC scenario, when engineers are not dealing with incidents or tickets, they can be working on preventative maintenance and automation tasks.

The right resource for you

We have a long history of recruiting skilled technicians. We can use our experience to find the resource that is right for you. Just let us know the service areas and shifts you need to cover and we will do all of the leg work.

Working from our state-of-the-art technical centre

Your engineers will be based in our secure ISO 27001 certified technical delivery centre based in Colombo, Sri Lanka where we have had an established presence for over a decade.

We

✓ **directly source suitable candidates**

✓ **create a shortlist for internal review**

✓ **carry out first round tests and interviews including:**
   › written English test
   › communication and soft skills verbal interview
   › your nominated technical test (if required)
   › technical evaluation interview

You

✓ **conduct the next round of interviews via video conference**

✓ **confirm the candidates to progress**

Why choose remote staff augmentation over outsourcing to a shared NOC or Service Desk?

Both of these options offer a cost-effective alternative to in-house hiring and the decision largely comes down to personal preference and what you feel comfortable with for your MSP business. We offer both services – the following summary may help you decide which service is best for you.

	Remote staff augmentation	Outsourcing to shared NOC/Service Desk
Hands-on or hands-off	You manage the resources and schedule the work	We manage the service teams
Service delivery commitments	You are responsible for quality of service delivery	We are responsible for service delivery in line with commitments you specified in the SLA
Technical management and training	You are responsible for training in business-specific systems and processes	We train staff in core services offered
Continuity	You can continue to use your own systems and processes	Some adjustment of processes and procedures may be required to work within the parameters of the shared facility
Knowledge transfer	Knowledge transfer is restricted to that brought by the individual staff members	Opportunity to benefit from our collective knowledge, processes and experience
Flexibility	Can be used alongside your existing IT team to fill gaps, add specific skills, cover overflow or perform out-of-hours (OOH) shifts	Can also be used alongside an existing team, and may be taken on incrementally – for 24/7 coverage initially perhaps
Utilisation	You are responsible for ensuring the optimum utilisation of each augmented team member	We bear the resource utilisation burden to deliver to agreed service levels
Risk of meeting SLA	With you	With us
Cost	Competitive resource rates, including overheads and burden cost	Predictable, controlled cost for delivery of specified services that can be scaled incrementally without cost risk

Find out more

To find out more about how remote staff augmentation or partnering for NOC and Service Desk can help your MSP business just get in touch with one of our partner specialists today.

www.inbay.co.uk

ABOUT INBAY

Providing exceptional service to our partners' clients is our number one priority. Inbay has been providing specialist IT support since 2003, first as an MSP and now as a trusted partner to MSPs on an international basis.

We have built a reputation for helping our partners grow their managed services businesses by providing the highest quality service desk, NOC and project services at a fair price.

Operating from our headquarters in London, we offer MSPs 24/7 support to complement and extend their own resources, enabling them to scale cost effectively and drive profitable growth.

For more information, please visit:

www.inbay.co.uk

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