



INGRAM MICRO PROFESSIONAL SERVICES THOUGHT LEADERSHIP

Don't Let an IT Staffing Shortage Stunt Your Business Growth

No matter whether you consider yourself a VAR, MSP, or CSB (cloud service broker), there's a good chance that at least some portion of your value proposition is being the outsourced IT department for your customers. And, your value proposition is very compelling: By partnering with your company, your SMB clients have access to technicians with expertise in Exchange servers, SQL databases, network security, unified communications and more for a fraction of the cost and time it would take to hire all that talent themselves.

As industry regulations and hybrid IT infrastructures create more complex IT environments for your customers, your role as the trusted business adviser and outsourced IT provider is only becoming more important. Many VARs, MSPs, and CSBs take for granted, however, that this means all the responsibility for hiring, training, and certifying their IT personnel falls completely on them. Have you ever considered that fact that just like you help your customers become more efficient and profitable by removing the task of hiring IT personnel that someone could be doing the same thing for your business?



John Redman, Manager of Professional Services Operations, Ingram Micro

Think about the following scenarios and determine if any of these apply to your business:

1. Underutilized Technicians.

You hired additional technicians in anticipation of winning a couple of big contracts, but then those contracts fell through and now you're overstaffed, trying to find meaningful tasks and projects for your techs to do and prolonging an inevitable layoff. Many VARs know this situation all too well. Rather than hiring additional personnel when it looks like more work may be coming your way, why not instead contact [Ingram Micro Professional Services](#) and line-up temporary contracted labor that's already been vetted and is ready to assist your staff when you need it without costing you money when you don't?

2. Poor Hiring Decisions.

The majority of your sales reps and engineers are productive and nice to work with, but then there's always that one person who you now realize just wasn't a fit for your company. Maybe it's a technician who thinks he knows everything and doesn't work well with others. Perhaps you have a sales rep that just isn't able to sell subscription-based IT services. Whatever the case may be, getting rid of a poor performer is becoming more and more difficult in today's litigious work environment. Rather than gambling that a new hire will work out, why not instead contact [Ingram Micro Professional Services](#) and select a qualified candidate on a temporary-to-hire status? This option allows you to evaluate the candidate over a period of time until you feel confident the candidate is a good fit to become a full-time employee.

3. Missing Certifications.

You finally landed that big project you've been nurturing for several months, but now there's just one problem: This project really requires the skill of three Cisco-certified engineers and you only have one. Plus, you really don't have the expertise in this client's markets that your salesperson sold them on. What do you do — fake it or fess up? When you partner with [Ingram Micro Professional Services](#), you don't need to make either of these compromises. Our IT Staffing services offer the flexibility to bring in temporary, project-based help with the skillsets you need, and you'll only pay for the number of hours needed (A minimum of four hours per engagement is required). Whether you're filling in missing certification requirements for a project or covering employees on PTO and out-of-office, Ingram Micro Professional Services has you covered.

At a time when the underemployment rate is nearly 14%, posting job openings can lead to overwhelming numbers of resumes to review, which means more time that's spent not supporting and servicing your customers. With Ingram Micro's IT staffing services, we take care of prescreening candidates for you, plus there is no risk to your company. All searches are contingency-based and invoicing only occurs on the day the resource begins working. Ingram Micro IT staffing services has four levels of technicians available to meet your requirements — from entry-level IT laborers to highly-skilled solution architects who are capable of designing and implementing complex solutions. When you partner with [Ingram Micro's Professional Services group](#), you become free to grow your business without being held back by your own personnel limitations.