

Hidden Cost of Desktop Outsourcing

by *Compass Fact Based Consulting*

Many organizations seek to reduce costs by outsourcing all or part of their desktop operations. But outsourcing might actually be increasing the total cost of ownership. Compass data shows that the unit cost per desktop in 2004 has risen after several years of steady decline; this rise mirrors the proportion of cost paid to a third party.

The culprit may be end-user effort, or self-support. Measured as time spent by users fixing or trying to fix their own and their colleagues' PC problems, self-support has long been the hidden cost of computing, even though it can represent as much as 50 percent of the total cost of ownership.

If not managed properly, outsourcing can increase the propensity of users to try to fix things on their own. Myriad problems can result, including serious inconsistencies between standard configurations. Do-it-yourself problem fixing can also hide issues from the central support team, so that instead of a single investigation and resolution, the same problem is repeated and resolved many times over. Consider too that people in self-support roles usually earn more than central service desk staff, and that self-support distracts employees from their primary role.



For more on this topic and for insights on how to avoid these problems in an outsourced environment, visit <http://www.compassmc.com/global/factoid2.htm>.

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“IT says Control-Alt-Delete shouldn’t do that.”