

MANAGED SERVICES REPLACE KNOW-HOW MONOPOLY



YOUR STARTING POSITION



In your company, there are unique staff with highly specific know-how. This becomes obvious in the event of failures and bottlenecks when this professional expertise is required.

OUR SOLUTION



adesso Managed Service supports you in providing and maintaining know-how and capacity for planned and unplanned support. This reduces the risk of know-how-monopolies.

MINIMIZE KEY PLAYER RISK

THE INDISPENSABLE EMPLOYEE

Who doesn't know her, the indispensable employee? For this example, let's call her Stefanie. Stefanie is the only one who has an extremely good, long-standing and deep knowledge of one or more specific IT solutions. Without Stefanie, dealing with and solving problems and adjustments is barely possible, as nothing gets past her. Due to her vast know-how and experience, she is initially very efficient and typically delivers swiftly. Stefanie also consistently ensures that the IT solution runs smoothly and continues to evolve. And all this at seemingly manageable costs.

So far so good. However, we all know the associated risk that Stefanie is increasingly overworked, as everything goes over her desk. In addition, her many years of broad knowledge cannot be used in other projects and initiatives because she is tied to the existing IT solution.

Another major risk is that Stefanie may also fall ill or be absent. In the worst case scenario, Stefanie leaves the company, and the IT organization is faced with huge challenges that can rarely be solved quickly. In the worst case, failures and bottlenecks in the IT solution lead to massive effects on the company's business processes.

Don't let it come to that. The answer is Managed Service by adesso.

„With our flexible managed services approach ‚adesso SolutionCare‘ we support you in building, providing and maintaining know-how from one team. The basis is guaranteed capacity for planned and unplanned tasks, based on agreed and assured service parameters such as service and response times as well as guaranteed availability.“

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Do you have questions about our offer or would you like to know more about how we can support you in this context? Please feel free to contact us.