

IT problems are so stressful

IN a survey, 61% of business owners cited problems with computers as more stressful than other daily aspects of management.

The survey was commissioned by Godalming-based IT consultancy Ramsac, and conducted by Surrey-based marketing agency, Journey to Market, who spoke to 237 bosses.

Much of the stress is centred upon the ever-escalating importance of IT within businesses. In the event of a short-term IT failure, nearly 90% of business managers would consider it at best, "a

serious pain" and at worst "a disaster" for their business.

If there is one main factor underlying this stress it would appear to be the cost of support, with 69% of respondents agreeing with the statement "our business can't justify the sort of full-time expertise we need when things go wrong".

By contrast, a concurrent piece of research also commissioned by Ramsac, conducted by telephone interviews among a sample of businesses who have outsourced their IT management, strategy

and support, found that not one business manager reported any feelings of stress with regard to IT.

Having moved ownership of the problem outside the business, to a specialist with a much broader-based skill set, most respondents claimed not to have to devote time to thinking about IT at all.

The managing director of Ramsac, Robert May, said that business managers face an increasing challenge in aligning the business plan with effective in-house IT delivery.



MD of Ramsac, Robert May.

He said: "The ever changing IT landscape means that at one end 'solutions' are becoming increasingly commoditised, 'off-the-shelf' and intuitive, and the actual complexity of the IT product dictates that, if it breaks, the level of skill needed to fix it is often greater than that of the dedicated in-house IT expertise.

"With a wide range of IT products available, and an increasing tendency for customisation, it is becoming difficult for a dedicated IT resource, that may already be running to keep up in order to

know what to do now, to have the broad view required to work out 'what to do next'.

"Faced with these challenges (and in many cases faced with legacy IT problems into the bargain) it is no surprise that businesses are increasingly turning to high-level IT specialists for advice about what to do at the leading edge of technology."

May concluded by saying: "Outsourcing offers the opportunity of buying in the expert support required on a daily or retained basis."