

## 9 Reasons Why Managed Services Make Sense

Most law firms need skilled resources to undertake part time or intermittent activities within their business support functions. The default solution is to make these tasks part of an individual's role, rather than to entrust them to an external expert on a managed service basis. But too often it's a solution found lacking and here's why:

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### Hygiene activities do not get done

'More important' or 'more interesting' activities get dealt with, while more mundane ones get neglected. This typically results in poor data quality: cleansing and hygiene activities do not happen and over the long term data quality inevitably degrades.



### Systems become unstable or inconsistent

Often poor data quality will result in strange results in other systems; integrations will fail; the speed of applications will reduce – by undertaking preventative maintenance system reliability will increase.



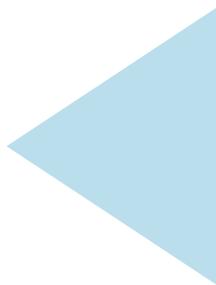
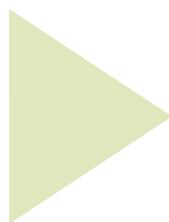
### Environment management is not as robust or slick as it should be

As a result, Development, Test and Production environments are not as aligned as they should be, testing is delayed or renders false results with a corresponding increase in testing activity costs. Creating new environments takes too long.



### Tasks take longer

Since individuals are not undertaking the tasks regularly and they require skills that degrade, it takes firms longer to do the work than it would if they were to have a full-time expert who might know shortcuts. It becomes harder and harder for firms to make changes as their experience tells them that tasks are more difficult than they really are and take longer than expected; systems become increasingly less fit for purpose.





### Upgrades are skipped

The firm is tight on resources and every change needs to be a project. Consequently, upgrades are skipped, and each upgrade becomes a more significant project than needs be.



### Toolsets are under-exploited

The individuals who 'own systems' are over-stretched and only see the way that their firm works. Combining this with the skipping of upgrades it is easy to see how the new features that are available go unidentified and unexploited.



### Workarounds are adopted instead of proper system change

Workarounds support business processes rather than the applications and so business process change is not translated into permanent system change. That can breed inefficiency and inaccuracy – for example, the reporting of data which is manipulated in Excel before presenting it, which in turn can result in errors and omissions.



### Firms risk being over-reliant on specific individuals

Single points of failure are introduced by the reliance on specific individuals. This of course creates challenges around holidays and periods of sickness but also as individuals make their own choices about their careers. In time knowledge leaks from the organisation and over the long term, Chinese Whispers take the place of experience.



### Key project work is delayed

The same individuals who are key to day-to-day business as usual activity are also allocated to internal projects that the firm relies on for delivery. They become a bottleneck and projects are inevitably slowed, with a direct impact on the firm's overall delivery capability.

### Further information

At Pinnacle we have shown that by buying in these skills and having us undertake these activities through a tailored managed service, firms are able to improve the data in their businesses, get better user satisfaction, enhance project delivery and concentrate fully on what it is that they need to do to move their business forwards.

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