

**TOP 5 CONSIDERATIONS**  
*for CIOs*

**SaaS PLATFORM ADMINISTRATION**

**Retain or outsource the competency?**

**Strategic Alignment**

**Keep core competencies**

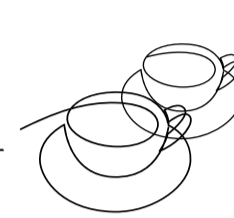
*in-house*

**Outsource the rest**

*so your teams can focus on business priorities*

Evaluate whether retaining internal expertise in platform administration enables the organisation to maintain control, agility, and innovation in managing critical IT systems and infrastructure.

**Bottom line:** According to Unity-Connect organisations can save up to 70% in labour costs by outsourcing these tasks, leading to improved financial performance. This allows existing personnel to get closer to your business, while still providing oversight over the outsource/service provider.



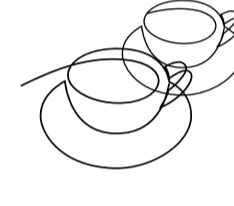
**Cost and Resource Allocation**

**If you don't appreciate what platform administrators do**

**Then it is costing you a lot more than you think**

Consider factors such as personnel costs, training expenses, infrastructure investments, and scalability requirements to determine the most cost-effective approach.

**Bottom line:** This lack of visibility often leads to misconfigurations and security vulnerabilities, which can be detrimental to the organisation's overall security posture (BetterCloud). Whether in-house or outsourced understand the role then decide where and how to maximise its value and optimise its cost.



**Risk Management and Compliance**

**In-house knows your quirks, outsourced knows the tricks**

**Homegrown expertise or fresh insights? Choose your trade-off**

Consider whether internal teams have the necessary expertise and resources to address these risks effectively or if outsourcing to a specialised provider with industry-specific expertise offers better risk mitigation and compliance assurance.

**Bottom line:** Internal SaaS administrators understand the business intimately but may lack exposure to the latest technologies and innovations. Conversely, outsourced support brings fresh, cutting-edge skills but can struggle with delivering consistent outcomes due to their unfamiliarity with the business's unique needs. When in doubt get a healthy mixture of both.



**After 30+ years of experience...**

“ Outsourcing SaaS platform administration is effective only if you go beyond basic hygiene. It requires proactive management and alignment with your business goals to ensure optimal performance. ”

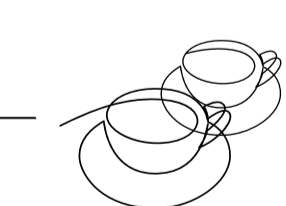
**Service Level Requirements**

**SLA reporting can be like a polished apple**

**Shiny on the outside but hiding bruises under the surface**

Assess whether internal teams can meet these service level agreements (SLAs) consistently or if outsourcing to a managed service provider (MSP) with guaranteed SLAs offers better assurance of quality and reliability.

**Bottom line:** SLAs should encompass both leading and lagging indicators. Relying solely on one type leaves you vulnerable. Internal teams may become complacent, while outsourcers can hide behind their contracts and agreed SLAs. The solution? Leverage internal insights to track what matters most, and integrate industry best practices from your outsourcer to understand commonly tracked metrics and their importance. This combined approach will enable your teams to proactively manage the environment.



**Strategic Partnerships and Ecosystem Integration**

**Credibility first, connection to your business second**

**MSPs that speak your language make all of the difference**

Evaluate whether partnering with an MSP with expertise in complementary technologies or industry domains can enhance innovation, interoperability, and competitiveness for the organisation.

**Bottom line:** An MSP must establish credibility and a strong connection to your business. Local decision-making accountability, with only 1-2 escalation points, is crucial to avoid getting lost in the noise. Alternatively, run services in-house and have an outsourcer perform a health check, providing recommendations for improvement on a regular basis.



*Like to delve into, dissect or draw on my experience over a coffee — let's set up a time...*

