Weighing IT Consultant Necessity

Jenny Lyn V. Abamo, Dr. Shaneth C. Ambat, Theodore Donald L. Valerio
School of Graduate Studies, AMA Computer College,
Quezon City, Philippines

Abstract– The task of an IT consultant is to help organizations to improve their business structures and make use of efficient technologies for the betterment of the company. IT consultants sets some standards or principles that guides them on their work. Best IT practices is to implement Information Technology Services Management (ITSM) and Information Technology Infrastructure Library (ITIL) which is recommended by IT consultants that could benefit business management and IT services. Mostly, consultants do the math in formulating solutions and aide. This paper tends to make the readers be aware in the difference of having an IT consultant in an organization.

Keywords– IT Consultant; Information Technology Services Management (ITSM); Information Technology Infrastructure Library (ITIL);

I. INTRODUCTION

Mostly consultants are not a regular employee of the company. Their services are offered by project basis or per hour. Having an IT consultant helps the organization to control the expenses in their IT solutions. For those who are not familiar with their nature of job, some will say they were overpaid for a simple task and thought they are not necessary.

If this is how *we* think, then think again. The consultant's service payment is per hour which is higher than regular employee but since they are not a regular employee, the company can avoid paying benefits. Instead of hiring a new employee why not have somebody that can cater to your specific technical needs.

A. Background of the Study

The IT consultants improves the system on the company by making it more efficient and effective by applying faster working methods. IT consultants will foresee the probable problems that a company may face and come up with a solution in preparation to a certain event.

For all one knows, the most important task of an IT consultant is enabling the management get back to their own jobs without interruption. As for example, a server runs slowly and there is a traffic in the network. There is data buffer overflow employees cannot process client's requests and nobody in the company can trace or fix this problem. And that is the time the company might need the service of an IT consultant.

They are the third party people who comes in the company to understand their system and offer best practices or strategies to improve the business IT solutions. Company seeks IT consultant services that can provide specialize assistance instead of assigning an employee in the task of streamlining the system.

There is only one main goal for companies and that is to be the best and largest. The question is how they are going to achieve this growth. To achieve this growth there are a lot of things to consider; time, resources and output. IT consultants knows best. Once the company wants to achieve their goals they have to seek help from professionals to apply a better strategy and techniques.

B. IT Consulting Benefits

According to all covered company that offers different IT services, this are the top benefits of IT consulting:

1. **Gain time to focus on core business functions.** Wherein employees can focus on their competencies and not interrupted with distracting tasks that is not covered by their job function;
2. **Tap economies of scale and purchasing power.** Technology service providers offers efficient technology solutions;
3. **Reduce cost and control operating expenses.** Since IT consultant is not a regular employee the company saves other financial obligation that a full time employee enjoys;
4. **Access Highly Specialized Talent.** Cheaper company's expense on an IT expert;
5. **Obtain on-demand resources**. Having an IT expert provides flexibility to the company's problems without affecting other in house employees tasks;
6. **Improve productivity.** IT consultants implement best practices in IT to help the company improve;
7. **Reduce downtime.** IT consultants provide solutions to prevent downtime that might affect company's performance;
8. **Realize a competitive edge.** Being updated with the latest trends in technology and apply it in the company to be more competitive;

9. **Attract and retain employees.** If companies want to be competitive, same with it's employees since they want to excel;
10. **Access to otherwise unavailable vendor support.** Having a great relationship to the vendor for support;

C. The Pros and Cons on hiring a Consultant

Consultants aide on growth strategies, developing the workforce, implement lean operations, and supply chain optimizations. There are consulting benefits like; enjoy help from a specialist, get an outside take on your operations, it costs less than hiring a new employee. Some disadvantages are, the direct feedback of service; they have to be honest as possible and will recommend to remove wrong practices in your company to improve its operation, misunderstanding the point, consultants are known for giving solutions, but there are times that a solution from company *A* might not be a solution for company *B* thus, consultants must analyze the offered solution since they will be held liable for this. The company must weigh the advantage and disadvantage of hiring a consultant if it will be ideal for the current situation.

D. Significance of the Study

The importance of this research paper is to let the readers know the financial analysis flaws in getting a consultant versus a regular employee. The big difference that a company may save once they acquire the service of a consultant.

Fig. 1.0 company-paid infrastructure costs (toptotal, Hyam Singer)

II.   REVIEW OF RELATED LITERATURE

In this chapter, it includes relevant unpublished studies and published articles. It consists of four categories such as Foreign Studies, Local Studies, Foreign Literature and Local Literature.

A. Foreign Literature

In the course of recent years, the development of inner counselling has been a standout amongst the most remarkable components of the quick changing administration counselling scene. The degree of inner counselling is difficult to gage, to some extent since a few units go under various names, however organizations including American Express, Cisco, IBM, Google, Samsung, Airbus, Prudential, Dell, Wyeth and Citibank have utilized as a part of house gatherings. Around 66% of organizations on Germany's Dax 30 record make them incorporate, BASF, Deutsche Bank and Siemens. Inner counselling bunches fluctuate from specially appointed groups to completely fledged associations of 100 experts or more. Numerous need to go after ventures with outside experts even in their own organization, while others additionally look for business on the open business sector. Deutsche Post's in-house counselling arm, for instance, offers its logistics and store network aptitude to customers in segments, for example, style, purchaser hardware and ecommerce according to Brian Groom, 2015. [1]

On the off chance that your organization has experienced an authoritative change, from executing another programming framework to exploring through a hierarchical realignment, you comprehend what an enormous undertaking this is. Acquiring consultant can offer your association some assistance with getting through a move easily, successfully, and with less issues than depending on your in-house specialization according to Mihalicz, 2012. [2]

III.   SUMMARY

IT consultants are experts. They bring an abundance of learning, techniques, procedures and preparing to take care of business more rapidly and more effectively than interior assets normally can. Distinctive consultants will utilize diverse techniques and methods, taking into account past encounters and best practices. The company can assume that when working with the right IT consultant, they will choose the right technique for the situation, and be prepared to get the opportunity to work upon engagement.

REFERENCES

[1]   "All Covered", 2007, <http://www.allcovered.com/Portals/0/pdf/Top10BenefitsofUsingITProviders.pdf>

[2]   "Ellen Mckewen", 2015, *Hiring a Consultant: The Pros & Cons* <http://www.cmtc.com/blog/hiring-a-consultant-the-pros-cons>

[3]   "Hyam Singer", *Don't Be Fooled: Calculate the Real Cost of Employees and Consultants* <https://www.toptal.com/freelance/don-t-be-fooled-the-real-cost-of-employees-and-consultants>

[4]   "Brian Groom", 2015, *In-house consultancy teams challenge industry business models* <http://www.ft.com/cms/s/2/8b13b9b0-7103-11e5-9b9e-690fdae72044.html#axzz433w8VpUr>

[5]   "Dwight Michalicz", 2012, *Hire a Management Consultant to Help Your Change Management Initiative* <http://www.effectivemanagers.com/dwight-mihalicz/hire-a-management-consultant-to-help-your-change-management-initiative/>