

Should SMBs Outsource Their IT Support?



Small to medium-sized businesses (SMBs) cannot make the same investments in IT security as larger businesses.¹ This makes them **3x more likely** to be targeted by cybercriminals.²

In Asia Pacific, the high incidence of cyberattacks and data breaches among SMBs signal the need for better, stronger cyber protection.

But These Three Challenges Stand In The Way



51%

of SMBs in APAC cite cost as a major concern in securing complex IT environments³



60%

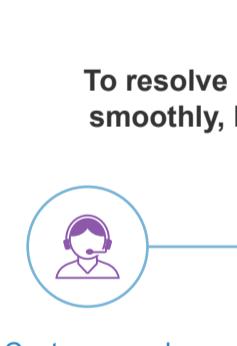
of organisations face challenges in recruiting cybersecurity talent, while 52% struggle to retain it⁴



80%

of organisations experienced one or more breaches due to a lack of cybersecurity skills and awareness⁵

How To Overcome These Challenges



1

Identify and address processes most vulnerable to security threats

With a limited budget, prioritise and focus on critical functions most vulnerable to cyberattacks such as sales, finance and HR.

Evaluate in-house capabilities to respond to different security threats

2



If there is a skills gap, upskill your employees to increase their expertise or outsource your IT services to 24/7 experts.

3

Determine which IT support functions to outsource

If your IT team is building up their expertise, let them handle processes that pose a lower security threat before moving on to bigger, more complex tasks.

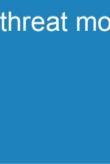
To resolve issues early, minimise downtime and keep your business running smoothly, here are five professional IT support services you can outsource:



Customer and employee help desk support



Virtual desktop management



Server, network and security management



Hardware procurement



IT support for on-site and remote workers

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Cost-effective

- Avoid upfront costs of hiring and training IT staff
- Pay only for the IT support services you need



Reliable

- 24/7 IT support services
- On-site and remote IT support
- Service-level agreements (SLAs) and guarantees

Scalable

- Add or remove IT support services as needed



Secure

- Up-to-date IT security solutions
- Regular IT security audits
- 24/7 threat monitoring



Hassle-free

- Grow your business without worrying about IT
- Focus on your core products and services

References:

1. Deloitte, Digital security in SMEs, February 2021

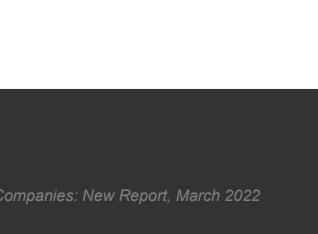
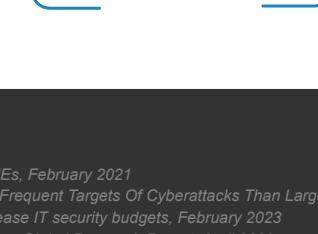
2. TechDay, Small Business in APAC to Increase IT Security Budgets, February 2022

3. Fortinet, 2022 Cybersecurity Skills Gap Global Research Report, April 2022

4. Fortinet, 2022 Cybersecurity Skills Gap Global Research Report, April 2022

5. Fortinet, 2022 Cybersecurity Skills Gap Global Research Report, April 2022

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