Leyton Microcomputer Services

Tech Talk

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Feature Article

Outsourcing Strategically

Technology has made it possible to access talent all over the globe. How does a company decide what areas of its business it should subcontract to the experts?

Leyton's Soap Box:
Look no further for the meaning of life. Service, the reason we are here

What's Happening
New exposure, employees, and clients all in the first quarter of 2008 at Leyton!

Computer Tip
Backing up your data
What will you do when your computer crashes?

Leyton's Trivia Question

Submit responses at leyton@leytonms.com and receive a prize!

Coming in June and future issues of Tech Talk:

- Creating your Internet Strategy
- Document Warehousing

Partner sites:
Information Concepts - http://www.iiqconcepts.com

Outsourcing Strategically

Outsourcing refers to the process of subcontracting processes to a third party company or individual either locally based or in an offshore location. This has become more prevalent in the last quarter century. Advances in technology have made it possible for companies to create seamless links to suppliers and therefore has reduced some of the risks associated with handing over aspects of your business to a third party. However, even with the availability of supporting infrastructure, the decision to transfer responsibility of a business function to an external company can be quite a tricky one and must be made strategically.

One group of services which businesses often outsource is IT, because most firms do not have enough activity in this area to achieve minimum efficient scale in installing, updating or managing systems. Other services frequently outsourced include legal, payroll, and distribution.

Typically the driving factors behind outsourcing are cost reduction and focus. There is an external supplier who can produce the service or good at a lower cost and /or higher quality, usually because the external supplier specializes in the production of this service and has developed expertise and cost effectiveness. The outsourcing company can then focus its energies on its core competencies, the things it does well itself and can improve its competitiveness in the global marketplace.

Outsourcing is not without risk, and must be a part of the company's overall strategic plan. Companies planning to outsource activities must **1**. ensure that there is a clear business case for outsourcing based on the costs and benefits; **2**. look at less tangible issues such as the relation of the service to its core business; **3**. address the risks involved if the providing company fails to provide a quality service; and **4**. examine whether outsourcing the activity will expose the company's intellectual property.

Once the decision to outsource has been made the next steps are to choose the right partner, formalize the arrangement then implement the agreement. You should be well on your way to achieving the goals of your outsourcing decision.

The reason we are here

We are all incredibly busy, hustling to keep up with life. How can we squeeze even one minute or dollar more to give to a friend, worse yet, a stranger? I often feel the same way, however whenever I have the privilege of helping someone in need, I am struck by the thought that *this* is the real reason why we are here together.

Every Thursday afternoon I turn off my laptop and my cell phone and head to the Irish Town Primary school where I help a young girl learn to read as a part of their CAP reading programme. I chose this method of reaching out because of my passions for reading and for reaching out to young people. What is your passion? How can you give of yourself?

Travelling between St. Kitts and Nevis? Check the Ferry Schedule Online at boatschedule.leytonms.com

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Internet Presence

The next newsletter will feature an article on using the internet to its full potential. However, we want to touch on one issue in this newsletter.

Many companies launch a website because it is the thing to do, and indeed it is. Despite the fact that websites are easy to launch, having one still adds credibility to a company, especially one that is trying to build a name.

It is important to keep several key points in mind:

Who is your target audience?
What impression do you want them to have of your company when they leave your website?
How will you keep your audience visiting the site repeatedly?

Having considered these, you are ready to start on the road to creating a website.

Payroll News

Increasingly banks are offering customers the ability to send in salary information in an electronic format. This means that employees will get their salaries credited to their bank accounts in a more timely manner. Leyton's WagesPlus includes the ability to create the electronic files required by several banks in the region.

Computer Tip – Backing up your data

Important and irreplaceable data for example, accounting records, customer databases and so on, must be backed up. There are many options for backing up data. Traditionally companies have used tape drives and other removable media. However, there is a growing industry for online backups; companies that allow you to upload data online on to their servers, a cost effective solution if the service is chosen wisely.

A company that is serious about backups should keep the following in mind:

- You must have a series of backups, incremental, differential and full back ups.
- The backed up data must be easily accessible.
- It must be kept off-site so that both data sets are not destroyed by the same disaster.
- The process of restoring data must be periodically tested to ensure backups are valid.
- Each business should have a contingency plan if their backup recovery fails.

What's happening at Leyton

Our year started out at a hectic pace as we took part in a panel discussion at the 6th Annual Harvard Business School /Wharton Caribbean MBA Conference in Trinidad in January. Other participants included the Honourable Patrick Manning Prime Minister of Trinidad and Gervase Warner, executive chairman of Neal and Massy Energy Business Unit. The photo above shows Carol Mitchell with the other members of the panel, Basil Springer, Jerry Blenman, Aldain Reid and Scott Hilton-Clarke.

Featured Client

Leyton would like to congratulate Kajola Kristada on attaining ISO 9001 certification, their tenth anniversary and the major contribution they have made to education in St. Kitts. Kajola has been one of our valued clients since they started operations in St. Kitts in 1998 and we are proud to be a part of their success story.

We are growing … and hiring

We recently welcomed two new members to our team, Conicesha Black-Hendricks and Keisha Archibald.

Answer to our Trivia Question:

One word that a manufacturer can add to its product packaging that could double its sales?

"Repeat" (e.g. on a shampoo bottle's instructions).

About Leyton

Leyton provides customised IT solutions to its customers specifically with regard to problems related to data management. We consult in this area and design and create solutions, both desktop and web based to address these issues. We have done this for 20 years in a variety of industries including the public and financial sectors.

Leyton has produced a number of software solutions, including:

WagesPlus, WagesPlus TMS – full payroll management
CustomsAid 5.1 – Customs Brokerage Solutions,
CustomsAid Online and **CustomsAid Pay-As-You-Use**
ManageRX – a customer service solution for pharmacies.
Medical Office Manager – Physician's Office Assistant
And much more …