

Q&A DYOPATH Executive Vice President on ITOs



In today's world the IT Outsourcing (ITO) advisory market, consultancies are often hired to help their clients with transforming their IT organization or assisting them with private equity carve-outs. Consequently, these ITO advisors need a reliable [Managed Services Provider \(MSP\)](#) to support them in their recommendations toward properly restructuring an organization's IT so it can function within a completely separate entity, typically in a very tight timeframe. As an industry-leading provider, DYOPATH is positioned to provide everything ITO advisory firms need on the tactical end so their clients can execute IT transformation and carve-outs successfully in any environment.

One of the [co-founders of DYOPATH](#), Chuck Orrico serves as the company's Executive Vice President. With decades of experience helping clients develop business solutions through IT strategic planning, Orrico recently answered questions about what partnering with DYOPATH means for ITO advisors seeking an MSP whom they can fully trust to provide exceptional service.



Common Questions On Working With DYOPATH

Q: How would you summarize the scope of what it means for an ITO to partner with DYOPATH?

CO: ITO advisors are very adept in utilizing outsourcing as a means for transforming a client's IT environment or assisting them in private equity carve-outs. The majority of the time, the recommendation is to outsource part or all of their support. The typical client who contracts with us for minimal services would probably be outsourcing their service desk (or help desk) operations to DYOPATH. That means when their end users have an issue, we have 24-by-7 agents or engineers standing by to take their call, troubleshoot and resolve it – by phone, email or remote support.

At the other end of the spectrum, a company will outsource its entire IT function, which means they will outsource not only the service desk, but the hosting of their infrastructure, the monitoring and management function, as well as the security operations, which means we are responsible for implementing the security posture for a company and making sure they stay secure on a 24-by-7 basis.

Q: What types of companies benefit most from partnering with DYOPATH?

CO: There's no particular industry or market that benefits more or less than any others. They all receive the same economy of scale and benefit. Every single company can benefit from the services we provide.

Q: Should they be in your geographic location?

CO: DYOPATH has locations and staff throughout the entire US, Mexico, and parts of Europe, but we support clients all over the world.

Q: What are some common signs that an organization is ready for this type of partnership?

CO: The biggest sign is that their user satisfaction has declined significantly. The end user is not satisfied with the level of support their IT is providing them, which is directly related to their service level maturity. Their maturity level is measured through key performance indicators. If the business is not delivering the support levels that the internal IT support organization is required to provide, that's a huge driver for considering outsourcing.

The second sign would be if the IT infrastructure is unreliable or vulnerable and the end user's productivity is impacted. That's another big sign that they may want to consider outsourcing.

The third sign is when IT support costs are way out of proportion with industry standards. There are various ways to measure it, but when internal IT spend is no longer competitive with market expectations, that's another great sign they should consider outsourcing.

Q: What is a timely trend that ITOs should be aware of?

CO: There are a lot of digital transformation activities occurring now in the industry because of how technology has evolved. Clients are hiring ITO advisors more and more to help them with their digital transformation strategy, and DYOPATH is very well-versed in the tactical implementation of digital transformation.

That's one reason ITO advisors are going to see an uptick in the need for their services and a need for us. And the second trend is that the labor market is starting to loosen up significantly now, and with a potential recession, companies are going to be trying to cut costs from a labor standpoint. They're going to rely more and more on outsourcing, and clients are going to need ITO advisory firms to help advise them on who is the best firm to outsource to.



The benefits of choosing DYOPATH as your preferred transformation partner are evident in our experience, process, scale, KPIs, and most of all, our ability to deliver exceptional customer service and a happy client. We're committed to protecting the reputation of all our ITO partners. Visit us online for more information.