

BIS 005



In collaboration with



UNIVERSITY
of DERBY

The Derbyshire Business School

**INDEPENDENT STUDIES
6CC999**

A project completed as part of the
requirements for the

**BSc (Hons)
Business Information Systems**

entitled

**“Assess the Relevance of IS/IT Outsourcing
support to SMEs”**

by

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in the years < 2004 – 2006 >**



ABSTRACT

The research title is "Assess the relevance of IS/IT outsourcing support to SMEs". The objectives of the projects are: Basic knowledge about Information System/ Information Technology, Small and Medium Sized Enterprises and outsourcing concepts, the advantages and benefits that IS/IT brings into business, the restrictions of SMEs, the difficulties of IS/IT investment in SMEs, how the IS/IT outsourcing could help SMEs reduce the difficulties of IS/IT investment, the benefits that IS/IT outsource brings into SMEs, the limitations of IS/IT outsource towards SMEs and assess the relevance of outsourcing IS/IT support to SMEs.

According to the survey, questionnaires, which were distributed to conduct this research, we can conclude that IS/IT outsourcing has a number of benefit to support the SMEs, and there is a number of restriction for SMEs to outsource, but overall IS/IT outsourcing is really relevant in supporting SMEs in this technologies age. Questionnaires' results indicated that IS/IT outsourcing for SMEs is already significant and growing, with more businesses planning for it in near future. It is important to appreciate that the most important drivers for the SMEs to outsource their IT and EC requirements is access to expertise, need to improve the quality of service and access to new technology. Cost consideration is not the main issue either for outsourcing or an obstacle in this process compared to other non-cost issues.

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