What Support Model is Best for Your Research and Enterprise IT Initiatives?

Evaluating your options for an outsourced computational science partner? Investing in a relationship with a third-party provider of research and enterprise IT solutions is no small decision. To ensure the experience will align with your goals, ask yourself these questions to start.

The project you’re leading can be described as **high-risk or complex**, with high-value stakes associated with its outcome.

- Can the work be completed by an IT generalist lacking specialized focus and/or expertise in scientific computing?
  - **NO**
  - **YES**

- Meeting an agreed upon SLA is an adequate measure of success.
  - **NO**
  - **YES**

- Should the scope of the support provided reflect the unique project requirements?
  - **YES**
  - **NO**

- Are the project goals dynamic, requiring agility and discretion in execution?
  - **NO**
  - **YES**

- You expect a team of dedicated specialists to be available to troubleshoot challenges and own outcomes.
  - **NO**
  - **YES**

- Meeting an agreed upon SLA is an adequate measure of success.
  - **NO**
  - **YES**

- Will your provider be accountable for project results?
  - **NO**
  - **YES**

- Is it important to classify this service provider as a:
  - **Vendor**
  - **Trusted Advisor**

### Staff Augmentation Model
A fixed model for support based on documented, and sometimes rigid, SLAs is all you’re looking for to complete your initiatives. With a traditional Staff Augmentation model, expect to supplement your team with single-skill resources that work to scope in the execution the clearly defined tactics.

### Managed Services Model
You’re seeking a partner as invested in the success of the project as you are. With a Managed Services offering, expect a partner willing and able to implement an agile support model, introduce a wide range of skills and experience levels, and provide you with flexibility, accountability, and control.

A Better Model for Implementation
For more than four decades, RCH has provided unmatched specialization designing and deploying cross-functional IT strategies, supporting R&D infrastructure and offering workflow best practices that solve enterprise IT and scientific computing challenges exclusively for the Life Sciences. With its Managed Services offering, RCH Solutions flips the typical staff augmentation model on its head to maximize flexibility, accountability, and continuity, and drive great outcomes for its clients.

Ready to learn more? Email us at discover@rchsolutions.com to start the conversation.