

WHITEPAPER

How To Maximize Technology Resources with a Lean IT Team



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▶ Introduction

As organizations scale and adapt to evolving market conditions, many IT teams are required to do more with less. A lean IT team must optimize technology resources, automate processes, and ensure visibility across the IT ecosystem to maintain efficiency without increasing headcount.

According to Gartner, 64% of IT leaders cite resource constraints as a significant challenge in achieving their digital transformation goals. This whitepaper explores the common challenges lean IT teams face and highlights how leveraging a technology management solution can help maximize resources while maintaining control and strategic oversight.



of IT leaders cite resource constraints as a significant challenge in achieving their digital transformation goals

▶ Common Challenges Faced by Lean IT Teams

Lean IT teams operate under significant constraints that can impact their ability to manage technology resources effectively. Do you struggle with any of these?

1. Limited Personnel, Increasing Responsibilities

A smaller IT team often means fewer hands to manage an ever-expanding technology stack. However, control over IT assets does not require direct personnel involvement in every task. Strategic automation and efficient workflows can help bridge the gap.

According to IDC, organizations with a lean IT approach see a 30% increase in operational efficiency when leveraging automation. Additionally, a 2023 Spiceworks report found that 67% of IT professionals in small teams cite "workload overload" as a primary challenge, impacting response times and overall efficiency.



increase in operational efficiency when leveraging automation



of IT professionals in small teams cite "workload overload" as a primary challenge

► Common Challenges Faced by Lean IT Teams

2. Lack of Automation Leading to Inefficiencies

Without platform automation, lean IT teams may struggle with manual, time-consuming processes for managing telecom, mobile, and SaaS inventory and expenses. This inefficiency can lead to increased costs, missed contract renewals, and difficulty in tracking technology inventory and spend.

A McKinsey study found that organizations implementing automation in IT operations reduce operational costs by up to 25%. Furthermore, a 2023 study by Enterprise Strategy Group (ESG) reports that companies relying on manual IT processes experience 2.5 times higher error rates, leading to significant financial and operational setbacks.

3. Visibility Gaps in Technology Management

A common challenge is the lack of centralized visibility into IT expenses, usage, and contract compliance. Without comprehensive insights, IT teams may struggle to optimize resources, leading to overspending and security vulnerabilities. A Forrester report states that 72% of companies experience unnecessary IT expenses due to poor visibility and lack of cost control mechanisms.

4. Determining the Right Level of External Support

Lean IT teams often debate between handling technology expense management in-house (high & low touch models) or outsourcing to a business process outsourcing (BPO) provider. The key is identifying the minimum internal resources needed to maintain control while leveraging external expertise where necessary. Research from Deloitte shows that companies outsourcing IT expense management reduce administrative burdens by 40% while improving cost oversight. Additionally, Gartner estimates that by 2025, 60% of IT teams will outsource at least part of their telecom, mobility, and SaaS expense management to specialized providers to mitigate operational inefficiencies.



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▶ Leveraging a Technology Management Solution

A robust Technology Management platform enables lean IT teams to optimize resources by providing automation, visibility, and expert guidance. The right solution streamlines cost control, contract management, and usage optimization while reducing the burden on internal teams.

Key Benefits of a Technology Management Solution:

- **Automation:** Reduces manual workload by streamlining invoice processing, contract renewals, and expense tracking. Organizations using automated IT expense management see a 50% reduction in processing errors (Aberdeen Group).
- **Visibility:** Provides a centralized dashboard with real-time insights into technology expenses and usage, reducing unaccounted IT spending by up to 20% (Gartner).
- **Cost Optimization:** Identifies areas for savings and ensures contract compliance, helping organizations cut IT costs by an average of 15% (Forrester).
- **Scalability:** Supports organizational growth without requiring additional IT staff, enabling companies to manage 30% more devices and services with the same team size (IDC).
- **Security & Compliance:** Helps maintain regulatory and security standards by tracking vendor compliance, reducing the risk of compliance violations by 25% (PwC).



30%

more managed devices
and services with the
same team size

► What to Look for in a Technology Management Provider

When selecting a provider, lean IT teams should consider the following factors to ensure they choose a reliable and effective partner:

- 1. Unified Technology Management** – A best-in-class Technology Management provider should offer a unified platform that integrates all aspects of IT expense management, including telecom, SaaS, and mobile device management. This holistic approach improves efficiency by consolidating disparate data sources into a single dashboard, providing real-time insights and automated workflows. Research from Gartner indicates that organizations using a unified Technology Management solution experience a 40% reduction in IT administrative overhead and a 25% improvement in cost optimization strategies.
- 2. Quality of Support & Service** – Look for providers with a strong reputation for customer service, dedicated account management, and proactive issue resolution. A customer satisfaction score (CSAT) above 85% is a strong indicator of a high-quality provider.
- 3. History in the Industry** – A provider with years of experience brings deep expertise and industry best practices. Companies with over a decade of experience tend to deliver more stable and effective solutions.
- 4. Recognition from Industry Analysts** – Third-party validation from industry analysts provides assurance of the provider's credibility and effectiveness. Look for providers recognized by Gartner, Forrester, or IDC.
- 5. Customer Base** – Assess the provider's experience with organizations of various sizes and industries to ensure they can meet your specific needs. Providers serving Fortune 500 companies often have the infrastructure and expertise to handle complex IT environments.

What to Look for in a Technology Management Provider

6. Scope of Services & Scalability – A robust technology management solution should offer a comprehensive range of services, from telecom expense management to mobile device and SaaS subscription management, with the ability to scale as your organization grows. Research from Gartner indicates that organizations implementing a comprehensive technology management solution reduce IT operational costs by an average of 20%, highlighting the importance of scalability in cost management strategies.



20%

lower IT costs with a comprehensive tech management solution

► The Risks of Not Addressing These Challenges

Failing to address the challenges faced by lean IT teams can have significant negative impacts on an organization. Without proper automation, visibility, and cost controls, companies may experience:

- **Escalating Costs:** Inefficient management of IT expenses can lead to overspending, duplicate subscriptions, and contract violations. A Forrester study found that organizations without proper IT cost controls overspend by up to 35% on expenses.
- **Increased Security Risks:** Poor visibility into IT assets can create security vulnerabilities, increasing the risk of data breaches. According to IBM, the average cost of a data breach in 2023 was \$4.45 million.
- **Operational Inefficiencies:** Without automation, IT teams spend more time on manual processes, leading to delays and reduced productivity. Studies show that organizations using manual IT expense management spend 30% more time on administrative tasks than those with automated solutions.
- **Compliance Failures:** Many industries have strict regulatory requirements for IT asset and expense management. Non-compliance can lead to hefty fines, legal risks, and reputational damage.
- **Strategic Setbacks:** Lean IT teams that lack visibility, time, and control may struggle to align technology investments with business goals, leading to missed opportunities for growth and innovation.



of expenses are overspent by organizations without proper IT cost controls



more time is spent on admin tasks with manual IT expense management

▶ Do More With Less

A lean IT team does not mean sacrificing control or efficiency. By leveraging automation, gaining visibility, and selecting the right technology management provider, IT teams can maximize their technology resources while minimizing administrative burdens. Organizations that invest in the right technology management solutions will not only optimize costs but also ensure long-term operational resilience and strategic IT growth. As reported by Gartner, organizations using a comprehensive technology management strategy can reduce overall IT expenses by up to 30% while improving operational efficiency and security compliance.

How Calero can help

Chat with our team of experts to learn how to implement these strategies through a single platform that gives you comprehensive visibility to your entire technology asset estate.

Give Us a Call:
866-823-1281

Visit Our Website:
www.calero.com

