



## IT (Information Technology)

Part of a series of Business Essentials

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## What you really need to know

1. What key information do you and your business need from a computer system?
2. When and where do you require this? On-site, off-site, at customer premises?
3. Don't be frightened to get specialist advice. IT is a fast moving environment. What might have been right for your business a few years ago is not necessarily the best

### Business applications

Even the smallest business can now look beyond just 'accounting' packages.

It's worth checking out fully integrated management software packages covering everything from Customer management to accounts, and with everything in between, through to more specific requirements such as manufacturing, stock management, Supply chain, payroll and Customer Relationship Management packages.

Consider 'software as a service (SaaS) packages to compete with off the shelf 'Windows operating' packages. However, be careful about buying bespoke single applications to 'fix' problems. Integration with other packages may be harder than you think!

Note also that while good accounting software will help you manage your accounts efficiently once your business grows you often need more than just accounting packages. These can be difficult to manage and integrate with other packages.

Absolute essential: ensure you have reliable and very regular back-ups in place with a robust disaster recovery plan. Of the businesses that fail after a disaster (e.g. flood or fire) most are due to poor housekeeping of their essential business data.

**What next?** Why not e-mail Ian Jameson at [ian.jameson@btconnect.com](mailto:ian.jameson@btconnect.com) to see how we can help with your IT strategy.



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