

# RMA

Carrying out logistical requests for on-demand IT can be a hassle especially with need to participate remotely while leveraging a de-localized pool of verified suppliers.

Native IT support teams have inherently filled this role at baseline level acting as a single point contact (*when carrying out spec matching, surface repairs, soft upgrades, etc*). However, higher-stakes services such as backups, optimization, migrations, storage, server security, server support, etc require a particular specialized vendor for an increase in efficiency.

It is not uncommon for IT departments to operate computing services internally: for tasks such as patches and updates, monitoring systems, keeping hardware up and running, etc and embed outsourced expertise for highly complex value functions.

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