Upgrading systems

External pressure can lead to an organisation upgrading their systems. Due to legislative and financial reasons, organisations would have to upgrade their systems such as:

* Changing regulatory and legal frameworks
* Keeping up with competitors
* Enhanced business opportunities
* Increasing globalisation
* Potential for outsourcing
* Improving customer service

Changing regulatory and legal frameworks  
Businesses keep up to date with systems by taking notice of regulatory and legal frameworks. For example there have been laws set for illegal file sharing and it has led to schools banning the use of P2P file sharing. In the new systems, schools could set up firewalls in order to block P2P file sharing so that no one can have access to it. There are other types of legislations that have impacts on company policies that involve the Computer misuse act and display screen regulations, these require companies to have the acceptable equipment for employees in order to help them be to able to do their jobs properly.

Keeping up with Competitors

With businesses, using e-commerce has been highly popular recently. This allows organisations to operate online by buying and selling items from global sellers. For example Tesco was first to start online shopping for groceries and it started taking businesses from other organisations. This lead to other businesses doing the same and mostly because if they hadn’t, they’d also be losing more business.

Enhanced business opportunities

Because technology develops very quickly, this has let to loads of business opportunities, and organisations tend to take advantage of them. Businesses using e-commerce can create their own websites and sell their products online and even use websites like amazon or eBay to sell their products.

Increased globalisation  
If an organisation has good access to the internet, and is able to use video conferencing this means that they can be able to contact suppliers or distributers that are located all over the world. This is called globalisation. Organisations need to make sure that they make good use of benefits of useful technology such as software like Skype, it is free to do video calls and by using it you can access anyone around the world.

Potential for outsourcing  
Outsourcing to provide technical support for an organisation is more efficient and beneficial rather than having an IT department. It is much better to get technical support than having IT technicians that would have to be trained every time technology develops, this could waste a lot of money, and so paying for technical support would save the organisation quite some money.

Improving customer service  
An organisations main focus is on the customer. This means whatever the organisation does should always please the customer, for example if an organisation is to shorten their delivery process, and deliver their products to their customer very quickly, then the customer will be completely satisfied. This then leads to the customer recommending these organisations products to others, bringing in more business. IT improves customer services as they can use their systems to track down popular items customers buy and do extra things to please customers by offering them deals and vouchers. When it comes to delivery processes IT helps by tracking orders and processing them quickly so that their items can be delivered on time.