20000Academy vs. consultants

Use our handy 20000Academy vs. consultants matrix to visualize the pros and cons of hiring an outside consultant to help you with your ITIL and ISO 20000 implementation, compared with utilizing the depth and breadth of our knowledge here at the 20000Academy to achieve similar results.

With our comparison matrix you can make an informed decision about which option is right for your organization, based on pricing, difficulty, required time and completeness of the documentation.

Implementing ITIL or ISO 20000? With our comparison matrix, decide whether you should hire a consultant or use the guidance from 20000Academy to do it.

Consultants	20000Academy
Good consultants cost a lot, because they have to spend a large amount of time on-site in your company. Bad consultants cost even more...	Costs are 10x lower because you don't have to pay for the consultant's time. Even with our Online Mentoring service the costs are several times lower.
The consultant does all the interviews and analysis, writes all the documentation, and makes all the corrections in the documents.	You do it yourself, but with lots of our help. We explain exactly which input information you need, which documents to use, etc. Our templates are 80 to 90% completed so that you only need to fill in the specifics of your company.
The consultant will customize all the documentation for your specific circumstances.	You can do the same thing with our documentation templates. You can change up to 70% of the text if that suits your needs.
The consultant will take the workload off you – you don't have time for ITIL or ISO 20000.	When your own employees develop the documents, they will be less inclined to bend those new rules because they won't be imposed from the outside. This saves everyone's time.

The consultant will explain which steps you need to take, what to avoid and what to focus on.	We will do the same, and we don't even have to be on-site – we will also give step-by-step explanations through our Expert Advice Community (free), and through our Online Mentoring service (paid).
The on-site consultant has access to all confidential information, learns your strategy and knows your weaknesses.	No outsiders have access to your internal information; even if you use our Online Mentoring service we have access to only a fraction of your inside information.
The consultant will review all the documentation you have written and make corrections, ensuring compliance with ITIL and ISO 20000.	We will, too. We will do a complete review of 3 of your documents for free, and for more than that you can use our Online Mentoring service (paid).
The consultant will tell you what you need to prepare for the ISO 20000 certification, and provide the certification criteria.	We will, too. Our templates cover 100% of the mandatory documents required by ISO 20000 and give you guidelines on what you can and cannot exclude. And we're always available to discuss what to expect from the auditors.
The ISO 20000 consultant will perform the internal audit for you as well, so you don't have to worry about that.	We can't do that. Did we already mention it is a conflict of interest for the same person to implement and audit the system? You can actually fail the certification because of that.
When the consultant leaves, he takes the knowledge with him. In most cases, employees do not know how to maintain the documentation. Gradually, the documentation is used less, until it's abandoned.	With Do-it-yourself implementation, all knowledge stays in the company and your employees learn how to maintain, improve, and use the documentation themselves.
The contract with the consultant is usually based on a fixed fee for the whole job; if you are not satisfied with his work, you may still have to pay.	You pay for our documentation templates only once and you can use them as many times you want. If you use our Online Mentoring service you pay only a monthly fee – you can cancel it whenever you want.

With consultants, your implementation will be quicker.	Yes, it will take about 30% more time if you implement ITIL and/or ISO 20000 using our templates.
The consultant is a nice guy and we feel better when he is around.	Sorry, we can't match that. But we are nice guys, too.