

THE 5 HIDDEN COSTS OF USING SHAREPOINT FOR IT DOCUMENTATION



Are you having a hard time getting a grip on IT documentation? You're not alone. Recent industry trends highlight a growing consensus among MSPs regarding the urgent need for more specialized documentation strategies. These strategies are essential to combat the challenge of information sprawl and the issue of tools not integrating well with each other. The market is flooded with options – hundreds, in fact. These options range from comprehensive platforms, like Confluence and Notion, to specialized tools, such as DokuWiki and Zoho Wiki. This abundance is the reason why IT professionals often find it challenging to pinpoint where to start or which tool best aligns with their specific needs.

SharePoint is often a first choice for IT professionals, thanks to the ubiquity of Microsoft products in IT environments. It's seen as a reliable platform for document collaboration, leveraging its widespread use across various business functions. However, the differences between a general-purpose tool and a specialized IT documentation solution are readily apparent, particularly in IT-specific areas like automation, security, customization and structure.

These limitations set the stage for a comparison between SharePoint and IT Glue, a platform designed from the ground up to cater to the intricate requirements of IT documentation. As we explore these two tools side by side, our goal is to highlight their strengths and limitations, providing a clearer perspective on choosing the right tool for effective IT documentation management.

Let's delve into a comparative analysis to see the five hidden costs of using SharePoint for IT documentation



1

Lack of intelligent structure

SharePoint

Customization needs: SharePoint is versatile but not out-of-the-box-ready for IT documentation, requiring significant customization. This lack of flexibility means that IT teams often spend valuable time tailoring SharePoint to their specific needs.

Document search and retrieval: Finding specific documents or information within SharePoint can be slow and inefficient, especially without precise customization, leading to delays in accessing critical information.

Maintenance: Each piece of documentation in SharePoint starts from scratch, necessitating continuous manual updates and monitoring, which can be resource-intensive.

IT Glue

Tailored framework: Designed exclusively for IT professionals, IT Glue eliminates the need for extensive customization. It provides functionalities that enable you to document only the information you need, nothing less and nothing more.

Efficient access: With features like fast document search, mobile access and browser extensions, IT Glue ensures that critical information is readily available at your fingertips, enhancing productivity on the go.

Robust organization: IT Glue's intelligent relationship mapping automatically links related documents and assets, while smart templates standardize documentation processes, ensuring consistency and accuracy.



2

Security and compliance shortcomings

SharePoint

Basic security features: SharePoint offers fundamental security measures but often requires additional customization to meet higher security standards, which can be complex and time-consuming.

Compliance gaps: While it includes some compliance features, SharePoint may not fully meet the specialized requirements of IT documentation without further modification.

IT Glue

Advanced security: IT Glue incorporates enhanced security features, like role-based access controls and specific IT security tools, including OTP code generators and IP access control, directly addressing the nuanced needs of IT documentation.

Compliance-ready: With built-in compliance processes and the ability to produce compliance-ready reports, IT Glue simplifies adherence to standards, underscored by its SOC 2 Type II compliance.



3

Integration and automation constraints

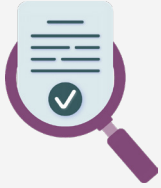
SharePoint

Integration limitations: Direct integrations with essential IT management tools are limited in SharePoint, necessitating manual setup, which can be cumbersome and less efficient.

IT Glue

Extensive integrations: IT Glue boasts a wide array of integrations with popular IT tools and services, like Cisco Meraki, Autotask, Datto RMM and more, streamlining workflows and enhancing productivity.

Automation and workflows: Built-in automation in IT Glue facilitates faster service delivery and more effective management of IT documentation, setting it apart from more manual platforms like SharePoint.



4

Complexity and barriers to adoption

SharePoint

Learning curve: SharePoint's general-purpose interface can be challenging for IT documentation, with a steep learning curve that may hinder quick adoption and lead to unstructured, outdated documentation.

IT Glue

IT-focused design: Specifically tailored for IT professionals, IT Glue's interface is intuitive and easy to navigate, promoting rapid adoption and consistent use across teams.

Intuitive layout: IT Glue provides a clear framework for documentation, ensuring that critical information is logically organized and easily accessible.



5

Scalability challenges and long-term costs

SharePoint

Scaling difficulties: While initially cost-effective, the need for ongoing customization, maintenance and training with SharePoint can lead to increased long-term costs, potentially impacting productivity in growing organizations.

IT Glue

Cost efficiency: Although IT Glue may require a higher initial investment, its focus on efficiency, reduced need for training and lower maintenance costs contribute to significant savings over time.

Built for growth: IT Glue is designed to scale seamlessly with your organization, supporting an expanding portfolio of clients and IT environments without compromising on performance or usability.



Making the smart choice for IT documentation

While SharePoint boasts versatility and broad adoption across various business functions, its application in IT documentation highlights an unfortunate reality – hidden costs stemming from inefficiencies, security gaps and the need for extensive customization. This is where IT Glue shines. It is purpose-built for the specific needs of IT documentation. It brings many advantages to the table, including unmatched benefits in productivity, security and user experience, as well as significant cost savings over time.

By choosing IT Glue, IT professionals can significantly enhance their capacity to efficiently manage and secure their IT ecosystem, moving beyond the limitations of a one-size-fits-all platform to a solution that's tailor-made for the complexities of IT documentation.

Secure, Mature and Integrated Documentation



Make documentation easy

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.



See the complete picture

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.



Secure your critical information

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.



Build a documentation culture

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

Trusted by More than 13,000 Partners in 70+ Countries



Safeguard Your IT Operations With Secure Documentation

Request a Demo

When it comes to data security, [IT Glue](#) is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.

