

Pros and cons of technology

[Technology](#)



On the downside, the use of technology doesn't always result in greater efficiency. Companies that depend heavily on computer systems to conduct business can come to a virtual standstill if the system breaks down. There is typically a learning curve that accompanies the introduction of a new process, which can lead to a loss in productivity and disgruntled employees. For employees who telecommute and experience computer problems, it may be more difficult to receive timely technical support.

Drawback: Need to upgrade Some technologies contain features that need to be upgraded regularly, which can result in an additional expense for the company. For example, companies may need to change computer software frequently just to keep up with industry trends. Entire computer systems may also need upgrading every year or two. Companies that employ telecommuters may face the additional expense involved with sending a computer technician to a worker's home to install new equipment or programs.

Effects on Customers

Technology can have both a positive and negative effect on your customers. While some customers may enjoy the convenience of paying bills online, others may see this as a possible invasion of their privacy. Some may consider being routed through a phone tree standard operating procedure in modern business, but others may be frustrated when they cannot reach a live person to help them with a problem.