



“Oliver’s knowledge and his ability to listen to our company IT support needs and confirm that he was able to ensure all requests could be dealt with by CMS”

Summary

Client

Birtwells Trade Print

Industry

Services

Size

50 Employees

Support

Service Desk



Birtwells
Trade Print

The Client

One of the UK’s leading trade printers, offering a range of specialist printing services to the UK trade print and brokerage market. Established back in 1904 they now employ 50 staff, and of course, their famous office dog Ralph!

Initial Requirements

Conversations first started as they were considering a change from their incumbent IT Support Provider. Although they felt that the incumbent's technical ability was reasonable, they felt that there was too much emphasis on pushing new sales through the account (that didn't always work). On top of that, they also found that they would get different answers to problems depending on who they asked within the incumbent's company. Additionally, look to fully outsource their IT requirements and do not have any internal IT members of staff.

Ultimately, they wanted a partner that they could trust.

CMS Solution

From a competitive scenario of 3 companies, CMS Group were chosen to proceed as their partner in IT. We put in place a full IT Support wrapper along with account management to remove any uncertainties around IT. This includes remote and field support for their staff as well as proactive monitoring and management of their core infrastructure.

Feedback

"I decided that CMS Group would best suit our company after meeting three potential IT Support companies. This was mainly due to Oliver's knowledge and his ability to listen to our company IT support needs and confirm that he was able to ensure all requests could be dealt with by CMS and in a professional manner. I have on many occasions called CMS for help and guidance in the short time that we have been customers and been more than happy with their immediate attention and resolution. Also, due to locality, they can be on site within a matter of minutes."

Sue (2015)

They can now be sure that CMS will take away any of the headaches of managing IT (including renewals), whilst be having a relationship that we look to strengthen over the long term rather than looking for short-term sales.

2 YEARS IN

"CMS have continued to offer the support [our] need in many respects. I can speak directly to the support team and ask for help in my not so technical manner. They will listen and offer a solution or will often visit to work out the solution if necessary. Our company has developed a good friendly working relationship with CMS and I am grateful we can work together in this way and depend on CMS in our hour of need."

Sue (2017)