

CASE STUDY

Postlethwaite & Co Business Solicitors, London

Small businesses don't understand IT jargon. But they do know the meaning of good service.

Executive Summary

Industry

Based in Covent Garden in London, POSTLETHWAITE is a small, specialist firm of business solicitors.

Business Situation

POSTLETHWAITE needed to find an IT support provider that would respond quickly to any IT issues, despite the small size of the firm. It wanted good service and value for money, but didn't want to be tied to a monthly contract.

Service Provided

Netplatforms provides POSTLETHWAITE with prompt and reliable support, whenever IT issues occur. It has introduced a new remote access capability and carries out quarterly 'health checks' to help maintain the optimum performance of the firm's computers.

Benefits

POSTLETHWAITE believes that it receives a high level of service and good value for money from its flexible arrangement with Net Platforms. In addition, IT system enhancements, such as the new remote access capability, have led to improvements in business efficiency.

Size was an issue for POSTLETHWAITE. As a small firm, it had for a long time struggled to find an IT company that could provide it with an effective and responsive service. "I found that most IT support companies prioritise their larger clients," says Robert Postlethwaite, the firm's founder and director. "Whenever I had an IT problem, I just didn't get the speed of response and quality of service that I wanted."

The firm of solicitors has Windows-based desktop computers, connected via a simple peer-to-peer network, and relies heavily on IT for its work. When IT issues occur, they can seriously impact the firm's ability to do business, if they are not resolved quickly. By chance, POSTLETHWAITE received a flyer in the post from netplatforms and got in touch. "Unlike other companies, netplatforms seemed genuinely committed to supporting small businesses like my own," says Robert Postlethwaite.

“*Netplatforms always provides me with good advice, good service and good value for money. I couldn't ask for more.*”

POSTLETHWAITE did not want to commit to an annual IT support contract, so set up a pay-as-you-go arrangement with netplatforms. When problems occur, netplatforms confirms its fee before commencing work, so that POSTLETHWAITE always knows in advance how much the support will cost. "This flexible arrangement is good value and meets the needs of the business perfectly," says Robert Postlethwaite.

More than twelve months have elapsed since POSTLETHWAITE first contacted netplatforms. In this time, the company has called upon the services of netplatforms on many occasions. Each time, netplatforms has resolved the problem quickly – either by accessing the firm's computers remotely, or by visiting the firm's London premises. "It doesn't matter whether our clients have a contract with us or a pay-as-you-go arrangement, our speed of response is always the same," explains Charandeep Sandhu, director of netplatforms.

In addition to responding to IT problems, netplatforms has also helped the firm to develop and optimise its IT systems. It recently implemented a new remote access capability, to allow employees to access the office computers from home or abroad.

"It is incredibly useful being able to access information from other locations," says Robert Postlethwaite. "This remote access facility has made a significant impact on the operation of the business."

On a quarterly basis, netplatforms also conducts an on-site IT 'health check'. It assesses network bandwidth, ensures that all of the firm's software is up-to-date and makes recommendations for system improvements. "Netplatforms knows that small business owners don't really understand IT jargon," says Robert Postlethwaite. "Its support professionals can talk in simple terms and explain issues very clearly."

He adds: "netplatforms always provides me with good advice, good service and good value for money. I couldn't ask for more."

For more information

For more information about netplatforms and its services, please visit our website at <http://www.netplatforms.co.uk>

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