

# A good working relationship

An interview with **Mark Chandler**, Chadney Bulgin

Based in Fleet, Hampshire, Chadney Bulgin is a team of independent chartered financial planners that currently employ around 50 people.

**Mark Chandler**, a Partner at the company, is responsible for all the company's marketing and IT. He explains his continued relationship with Net Technical;

"I've worked in the Financial Services industry for 30 years now and through my general interest in all things IT, I took on overall responsibility for it at Chadney Bulgin. I am not a trained IT person however, it's just very much an applied approach, and that is why it is important for us to have good network support specialists on board."

"When I joined the company around three years ago, Net Technical were already employed as the dedicated network support supplier; a relationship they have now held and progressively built for around 10 years."

## Positive Review

"Over that time, and largely due to the changing economic climate, our company has changed quite a lot in terms of its size and structure, so naturally we have had occasion to review our IT provision to ensure Net Technical were still the right people for the job. Around eighteen months ago we undertook a fairly rigorous review process of our IT, where we invited Net Technical and two other companies to tender for the business."

**"We needed a company that was able to adapt to our changing needs whilst also being able to offer a support function that could take away the burden from my shoulders."**

"We also wanted to stay local and employ a company of a certain size and stature that we knew would fulfill our expectations."

"Having investigated the market for suitable alternatives however we still felt Net Technical were the right people for us. They had not only fulfilled all our criteria but we also felt that we had built up such a good working relationship with them over the years that swapping suppliers would not only have meant a great deal of upheaval but it would also have been a complete leap of faith into the unknown."



## A Thorough Understanding

"Net Tech have a really good understanding of our business, whilst their knowledge of our particular software systems and how they work is impressive too. "

*Even though they do not use our particular software on a daily basis, they appreciate how it integrates with our other client systems, which is really beneficial.*

**Net Technical Solutions Ltd**

t: 0845 0034567  
e: sales@ntsols.com  
w: www.ntsols.com

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“Changing to another company would mean a steep learning curve to reach the same level and this would be too time consuming and intrusive of our everyday practices.”

“As far we are concerned though, the most beneficial thing that has come out of our review has been the setting up of a monthly site visit. As much as they can dial in remotely and sort most problems that way, it is actually really beneficial to have a dedicated engineer on site to deal with some of the issues directly.”

*Initially I wasn't sure that a monthly visit would be necessary but it's amazing, there is always something to deal with every month. It's been a real success.*

“Net Technical have been instrumental in so many of the facets of our IT provision over the last ten years. We have a rolling process of replacing our equipment, so recently they were involved in the supply and installation of our new server. This was a really smooth process with very little down time as most of the change over took place out of hours, at night.”

“They have also managed our third party liaison with external software suppliers and set up our anti spam software too, all of which has saved us time and effort.”

### **A Great Bunch of People**

“It may sound really strange to say it, but all the engineers that come to Chadney Bulgin are really nice people too and this is important for us. In essence they have free range to walk around our building, therefore it is imperative that we not only employ people that we like but we also have people we trust implicitly to do the job too.”

“We largely deal with the same people all the time, so the Net Tech team is now well known to everyone here. This has allowed us to build a really good working relationship.”

“One of the people who came in to tender eighteen months ago has kept in touch with me through his two subsequent IT jobs - now that sums everything up for me. Net Technical have been consistent not only in their approach with us but also their personnel have remained much the same throughout this time too.”



**“Rather than worrying about new suppliers getting to know the “ins and outs” of our business, we have been able to develop a true working partnership with Net Technical that is both efficient and effective, so I can't tell you how pleased we are that we stayed with them!”**

### **Technologies Employed**

- IT Network Support
- Multiple Broadband Internet Connections
- MS Windows Server
- On-Line Data Backup
- Hosted VoIP Services
- Leonovo Notebooks and Workstations
- Trend Micro Anti-Virus

### **Net Technical Solutions Ltd**

The Courtyard,  
West Street, Farnham,  
Surrey, GU9 7DR