

A willingness and eagerness that shines through

An interview with **Helen Lancaster**, Auditel Ltd

Auditel is a leading, specialist cost and purchase management consultancy that helps organizations across the UK to reduce financial waste and improve their bottom line profits.

Helen Lancaster is Auditel's Intranet Site Co-ordinator, responsible for the IT systems at their Head Office in Winchester. She explains how the relationship with Net Technical has grown through 'the ups and the downs' of the last couple of years;

"When I started here three years ago we didn't have a dedicated IT support company to look after our needs at Head Office, it was all managed in-house. As the company grew however, it quickly became apparent that an external company was required to support our needs."

"Initially we used another company and their support was terrible; no one quite knew our systems, so every time you rang up you had to explain the set up from scratch, it was so frustrating! So we decided we needed to find a more responsive provider."

"I visited around six companies, asked them various questions, met a few members of their teams and then, based on my general feel, I narrowed it down to three who we invited in for a more formal chat from which Net Technical Solutions came out on top."

You just get a 'feeling' more than anything and it all felt right.

"I think it was Net Technical's willingness and eagerness that shone through right from the start. You could tell that they really wanted to work with us and were dedicated to building a good, strong, professional relationship. As a similar sized company to us, they also have the same sort of values as we do and you can sense that straight away."

"Their work ethic and enthusiasm are great too; they are prompt in replying to queries, their communication is good, they adapt well to the various IT competencies within our team, whilst they are also very on the ball, picking up the nature of our business and our particular systems right from the start."

"When necessary, Net Tech will also happily work with outside agencies to resolve issues whereas our previous IT company would not have seen that as their responsibility. It's all just part of the service and if they can't sort it out they will give me their recommendations as to what needs to be done to resolve it. It's meant the relationship has just been able to grow and grow over time and I am now confident that I know exactly what is happening with our IT all of the time."



Net Technical Solutions Ltd

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

 **net technical solutions**

Dealing with Unforeseen Issues

"As with any relationship though, we have had our ups and downs, but it's how Net Technical have dealt with these that has shone through."

"When Net Technical first came on board as our network support company we had quite an old server so independently they suggested that we needed to update this to improve speed and performance, as they could see we were experiencing problems. Duly they specified and organized a new server for Head Office which was then installed. We always knew there would be some down-time associated with this but after about a week or so, individual machines started experiencing independent problems."

"As a very fast pace company, our systems need to be running smoothly at all times, so the problems we were experiencing became quite a nuisance and particularly stressful for all of us."

"I knew it wasn't down to the under-performance of Net Technical though and that the problems we were experiencing were totally unforeseen."

Net Technical bent over backwards to do everything they could to resolve the problems as quickly as they possibly could. The situation really mattered to them and they dealt with it very positively.

"We now have a much more reliable platform and it has allowed us as a company to run a lot more efficiently. We now have stable IT in place and it's reassuring to know that nothing is likely to break and if it does, we have confidence in Net Technical's ability to fix it."

"Naturally their understanding of how we work as a company has been strengthened by this experience so we are now really reassured to have Net Technical in the background and on hand for any future issues."

"It's very time consuming finding reliable companies to support a business and sometimes an outsourced company can feel like just that. With Net Technical it's different; they are so much more than that."



"Our Commercial Director has even referred to them as 'one of the team now' which is not only a very high accolade, but it also describes exactly how the whole company sees them.... they just aren't based here!"

Technologies Employed

- IT Network Support
- Multiple Broadband Internet Connections
- MS Windows Business Server
- MS Terminal Services
- On-Line Data Backup
- ZyXEL Firewall Technology
- Trend Micro Anti-Virus

Net Technical Solutions Ltd

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

