

# Initiative, drive, insight and experience

An interview with **Gordon Grant**, Pierhouse

Established over 30 years ago, Pierhouse is a Surrey based software company that works with a wide range of high street retail chains to manage the publishing and production of their in-store communications.

Having streamlined the business from a much larger organisation with an in-house digital print facility to a more focused software specialist, the need for an in-house IT systems administrator was deemed surplus to requirements.

**Gordon Grant**, Chief Technical Officer of Pierhouse explains how Net Technical Solutions became their external IT support company;

"When our in-house IT role became redundant we went out to the market to look for a local company that could offer us quality external services. Being in IT, we knew exactly what we were looking for, however there were a few criteria that were paramount in making our decision."

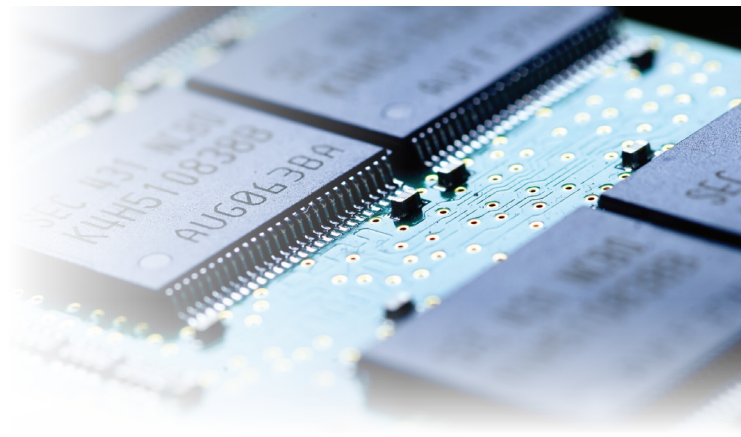
"Firstly we needed to pick a company that would be able to give us the due care and attention that we required. By sharing their experiences of working with similar sized organisations, Net Technical gave us the confidence that they were big enough to match our requirements but not so big that we would get lost."

"It was also very important that the external support was local to us. Losing an onsite person, we were concerned that outsourcing could put our business at risk, but this has never been an issue with Net Technical."

*They also impressed us initially because they were very good at understanding the particular requirements of our company and fully appreciated the environment in which they would be working.*

"It is a huge leap of faith moving your IT to an outside provider and an external resource will never be quite the same as an internal one, but the important thing for us was that, whether internal or outsourced, we didn't end up managing them. We want to know that we can delegate and the job will get done. This is one of Net Technical's greatest assets – they always do **what** they say they will do, **when** they say they are going to do it."

**"I certainly don't think anyone else could have provided a better service than Net Technical has done."**



**Net Technical Solutions Ltd**

t: 0845 0034567  
e: sales@ntsols.com  
w: [www.ntsols.com](http://www.ntsols.com)

 **net technical solutions**

## Delivering an Effective Rationalisation

“Outsourcing our IT support was only half of the project and we were also looking to undertake some hardware consolidation within the company, specifically with the improvement and rationalisation of our infrastructure and virtualisation of our many servers.”

“Consequently it wasn’t just a case of Net Technical coming in and taking care of what was in place, but rather their advice on the best solutions for a successful rationalisation. As a technical company we knew what we wanted, but they worked closely with us to understand our requirements in order to deliver a solution which matched our needs and was also cost-effective.”

**“This has been a really successful project for us. Our maintenance requirements have been greatly reduced which means we now run far more efficiently, whilst our disaster recovery is much more robust.”**



## Customer Focused

“Working in IT, we have high expectations of what an external support company can offer, and we have not been disappointed to date with Net Technical’s performance.”

“Quite the contrary; we have been very impressed with just how far they have gone. Of course there are always areas where a company could improve or which you have issues with, that’s normal. Net Technical is very customer focused and they work alongside our business really well to iron out any bumps quickly and effectively.”

“A good example is that they now support some of our third party software for us. This has meant we are able to simplify everything by putting the calls and queries through them. Working sympathetically to the individual needs of our business and its operating practices is extremely beneficial and something we know many other companies don’t offer.”

*We wanted a company that had initiative, drive, insight and experience and they have demonstrated all of that.*

## A Good Fit for Our Business

“Over time, it is easy for a supplier to become a bit like the wallpaper and it’s always hard for an incumbent to compete against the many phone calls that someone like us will get, but there is nothing that gives me concern to look elsewhere. I am delighted with Net Technical’s performance and will continue to recommend them to other companies.”

“People will always buy from like-minded people and Net Technical is a very nice group of individuals that we are very happy to have as our external support company.”

**“We now have the confidence that we have a skilled and experienced technical resource that not only supports our current business but will also grow with our business into the future.”**

### Technologies Employed

- IT Network Support
- 1st Line Third Party Liaison
- HyperV Virtualisation
- On-Line Data Backup
- ZyXEL Firewall Technology
- Kaspersky Anti-Virus

## Net Technical Solutions Ltd

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