



As a small company who have grown rapidly, we reached a point where our IT skills in-house were no longer adequate. This left us working in a non-efficient way and communication was poor. When things went wrong with systems or equipment there was a lot of down-time that the company struggled to absorb. Sourcing appropriate help to deal with each situation was costly in both time and money, and took up staff time that could have been better spent on other projects they were better qualified for. Security was also increasingly an issue.

Getting a maintenance contract with GHS has turned all that around. We now have support on-hand, which is a big weight off our shoulders! No matter what the problem is, we can rely on the GHS team to provide a helpful, friendly and knowledgeable response really quickly. Whether the call is for advice that can be given over the 'phone, or something that requires a call-out, we know that they will be able to help - and fast. There is minimal (if any) down-time due to the fast response. In fact it is often GHS that identify problems and fix them before we are even aware of them!

Recommendations from GHS and subsequent work has given us an efficient and secure system that is constantly maintained and fits our constantly changing needs perfectly with the minimum of fuss. Whilst maintenance was the catalyst for using outsourced IT support, we really feel that the team have spent time listening to our needs and then responding to them to give us a full IT solution that has the capacity to grow with us without IT limitations holding us back.

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