

Weald

PROFESSIONAL IT SERVICES

Outsourced IT solutions that give your business
a clear advantage in an ever-changing world

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There's no doubt that in today's business world, IT is an essential component. Some would say we are too dependent on ever-changing technologies. But the simple fact is IT in its various forms provides the framework on which the vast majority of business is conducted.

And that's a risk. Things can and do go wrong. Systems are in constant need of upgrading; hardware becomes obsolete; key IT people may leave or be off sick and these can all have a significant impact on the smooth-running of your business.

So what's the answer? How can you remain competitive in an ever-changing world? How can you concentrate on your core business when IT systems and new technologies can have such an impact on your profitability?

In this brief report, we will look at some of these issues and see how effective, smooth-running outsourced IT systems can not only help business managers and owners concentrate on their core business, but also provide the means to reduce costs, protect their investment and expand their business.



Mike Nelson

Mike Nelson
Managing Director
Weald IT

For many business owners and managers, the IT department is seen as a necessary expense – somewhere between a fire service and an insurance policy! Always on call in case of emergency and always liable if something goes wrong. Problems tend to fall into a number of specific areas:

Security

Since the advent of laptops and 'data sticks' as essentials of business, their transportability has led to increased vulnerability on many occasions. It's so easy to lose a data stick containing your entire payroll details or to leave a laptop on the train with a company database available to whoever finds it.

These problem areas are universal. They occur in most businesses and almost always deflect interest and concentration of senior business managers away from the core business. In the next section, we look at a simple and highly effective solution.



Communication

In reality the IT department is far more than a necessary expense and with improved communication between IT staff and business managers – and vice versa – should be regarded as a profit generator rather than simply a cost. Indeed, when the IT department is seen and used as a powerful resource, many problem areas can be turned into areas of opportunity.

For example:

- Laborious and repetitive business processes can be streamlined by smarter systems, saving time, resources and people.
- Having a secure client portal to provide clients with information more quickly and efficiently would save money and give clients a valuable added service.
- Backed-up information should be available in a way which suits the business.
- Business-threatening events become less of a threat once you have agreed acceptable recovery times.

Downtime

Each year, it's been calculated that companies have an average of 501 hours of computer downtime. That equates to 3.6% of annual revenue, which in times of economic hardship could have a significant impact on the bottom line. Whether it's caused by viruses, power problems, faulty hardware or user error, the result is the same.

Technostress

No wonder staff cite 'computer problems' as one of the most frequent causes of workplace stress. It may be a problem with a single PC or a server problem which impacts everyone, but the inevitable result is an increase in stress – and that means that people are working at less than peak performance levels.



Free Consultation and Report

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We won't take much of your time an hour is normally enough. We'll listen to you, and ask some searching and relevant questions. If we believe we can make improvements, we'll present them to you in a written report. After that, it's down to you to decide whether you would like to progress to an investigative audit.

Please call us now on

0845 643 2020

or email

sales@weald.it

The Solution

One of the simplest and most cost-effective solutions to avoid many of the issues raised in the previous section and to keep your business running smoothly, is to use a specialist outsourcing company like Weald IT.

We believe our role in business is in 3 parts:

- Firstly, to help our clients reach their goals with the minimum of fuss
- Next, to provide a seamless, secure service which never interferes with our clients' core businesses
- Finally, to provide suggestions and advice which will help our clients save money or resources, improve systems and create efficiencies which will all lead to a more profitable business.

Our business ethos encompasses trust, responsibility, transparency and technical excellence; our communication is



always clear and commercial and our costs are transparent and unambiguous.

We have a wide-ranging, well-researched product portfolio, people who can present and explain its advantages to you and a team of experienced industry professionals who install, maintain and monitor your systems.

We keep our promises

For every client task we undertake, we present a number of options in a straightforward manner; we agree with you what is going to be done, what we will deliver and how much it will cost. And we keep our promises. If we overshoot our budget, that's our fault – and our cost. We'll take it on the chin, accept the cost and work evenings and weekends to make sure we deliver. We will never walk away; try to increase charges at the last minute or slip in an extra day.

If you choose to outsource to Weald, whether for a project, bolstering your in-house IT Staff or taking away the stress of dealing with IT completely, our services are designed to help you achieve more in your business. It's always our aim to work in partnership with our clients in an agreed role. That can be in a variety of ways: as dedicated IT engineers; in a more consultative capacity for those who have some in-house resources or working alongside you as part of your IT team.

Whatever the role, you can rely on us to have the flexibility – and experience – to cope.

There's no obligation whatsoever, but you can count on a thorough, professional and exhaustive review of your systems and a competitive pricing policy.

All in all, it's the complete peace of mind package!



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The Advantages of Outsourcing

Ambitious businesses need first class IT systems, but often can't afford a first class IT team. In those circumstances, outsourcing is not only the cheaper option, it's probably the safest route to take.

The benefits of outsourcing to Weald IT means you can enjoy the strictest controls over your IT systems and processes without a huge cost.

It will allow you to:

- Save money. You'll achieve considerable savings over the employment of your own staff. (No employers NIC, Sick, Maternity, or Holiday Pay.) Our fixed fee contracts are at highly competitive rates.
- Focus on your business. You will be able to concentrate on what you do best, focussing on the core business rather than spending unnecessary time on admin tasks relating to IT.

- Avoid expensive recruitment and HR costs. You will no longer have the problem of recruiting, training and retaining specialist IT staff.
- Improve your business health. We will implement all the necessary security controls and procedures you need for smooth-running of your business and will automatically upgrade our hardware and software as part of our service.
- Have competent IT specialists on hand to keep your business on track. You will have a team of highly competent IT specialists on hand who understand your business and are available 24/7 to address any problems.

In other words, you get the peace of mind that comes from the clear understanding that your IT systems and processes are in good shape and in the safe hands of a highly professional team at the most advantageous cost possible.



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Leading independent accountancy firm Knill James boasts over 100 years of experience in offering expertise to a national and international client base. With over 50 highly skilled staff, the firm prides itself in being one of the most forward thinking accountants in the UK.

The Challenges

The priorities were to streamline core IT components to help staff work more efficiently and to reduce IT administration.

The Solutions

Weald familiarised itself with the firm's applications, staff and methods of operation.

Having gained a full understanding, Weald then began to introduce and implement changes to improve both the software and data processes:

- **Analysis & Improvement.** A full repair of the networking and infrastructure to help create a faster and more efficient system.
- **Audit Software.** Improved audit applications were introduced for licensing and hardware inventory tasks.
- **Complete Service Provision.** IT helpdesk, emergency response contracts and out of hours cover was set up.
- **STAFF IT Outsourcing Agreement.** Regular reviews with the IT committee were introduced to help with ongoing IT issues and continuous development.
- **Tailored Solution completely unique to Knill James.** An Intranet system was implemented to provide a centralised information portal. This encompassed document management and taxation systems. Scanning was also used to improve space efficiency and encourage an environmentally friendly office.
- **Office Relocation Assistance.** Weald helped to plan, pre test and move the IT systems to new high tech premises. This was achieved during a weekend which resulted in being online by Monday.

The Results

Weald has provided a fresh perspective on ever-changing technology processes.

Investing in the latest technology and IT training has undoubtedly contributed to improvements in overall business functionality.

- A **lasting relationship** that has led to Weald becoming an invaluable IT partner.
- A **reliable IT infrastructure** has enabled the partners of the firm to concentrate on their clients.
- Much improved access to information via the Knill James Intranet site.
- **Improved reporting** developed with Knill James staff.
- A testimony to Weald's philosophy for the running of its outsourcing contracts to act as part of a team. This includes, getting involved, remembering that IT is there to serve business and must add value to justify its cost.

Testimonials

Here are a number of testimonials from our clients which reflect the size and scope of our client base and the challenges we have successfully taken on.

Brightwell Dispensers

"Weald has brought a whole new approach to outsourcing IT support and we have learnt that it doesn't have to be expensive once you have invested in the right equipment and technology."

Stephen Woolmer - Managing Director



Feist Hedgethorne

"Weald has shown expert knowledge and their efforts are impressive, especially with their bespoke STAFF I.T. service where they fill our requirement for a part-time IT Manager. Improved system performance and security has provided us with IT solutions with real business benefit."

Kim Ashurst - Manager



AVS Fencing Supplies Ltd

"Since 2003, Weald IT has provided AVS with a reliable and scalable infrastructure on which our company has been able to rely. We operate 6 days per week using a thin client environment, all served from our Admin & Accounts Offices in Buckbarn. Weald IT helps AVS to constantly question and improve our systems structure with regular reviews to see if improvements can be made. Weald has always undertaken our requests in a friendly consultative way and has not just sold the next new thing."

Mike Webb - Financial Director



Welland

"Welland does not have an IT specialist on site and has built up an excellent relationship with Weald over the last 8-10 years. Weald provide IT support through STAFF IT on a 2 weekly cycle in addition to promptly dealing with requests for help when required, including recommendations for hardware replacement. The staff at Weald know our hardware and software systems well and are able to solve our problems with the minimum amount of disruption either on site or remotely. Weald are a very reliable and professional company and Welland are extremely pleased with the very cost effective service provided."

Chris Primett - Finance Director



Engleharts Solicitors

"For almost ten years, Weald has been providing us with a first class IT service. We have been very impressed with their engineers' technical knowledge and general project management skills. Englehart's association with Weald provides us with a trusted and professional IT partner."

David Englehart - Senior Partner



Knowles Europe

"Weald personnel continue to bring specialised up-to-date knowledge to our company and demonstrate flexibility in implementing corporate software updates for servers and workstations alike."

Mike Larcombe - I.T. Manager



Masterpiece Group Ltd

"London based audio and video post production company Masterpiece began working with Weald in May 2006. The handover from MiTW was smooth and the relationship with Weald has successfully progressed leading to various developments in different software projects including huge improvements to the company's accounting systems. Over the past 20 years, Masterpiece has established an international reputation for providing a huge range of audio and video services. With 15 state-of-the-art studios, Masterpiece works mainly in the music industry with companies such as SonyBMG and Universal as well as smaller businesses. "The Weald support desk deal with day to day queries quickly and with consummate professionalism. With their input and expertise in software, after 6 years, we finally have the website we've always wanted in terms of functionality and ease of use."

Jeff Young - Director



Miller Bourne LLP

"Miller Bourne's computer network grew to the point where it required expert management and support. Transferring from MiTW to Weald Computers at the same time as moving to new premises was an anxious time, but the process was seamless. The handover and office move went very well which was a clear indicator of how Miller Bourne's IT needs would be met in the future by Weald. Miller Bourne LLP is one of the leading architectural practices in the south east. Established in 1958, the practice now has a wealth of experience across all sectors, and has built up a portfolio of exciting and innovative buildings. Stephen Eastman, Partner, Miller Bourne thanks Weald, "What a relief to find that Weald not only provides the same personal service we offer our clients, but also has the resources of a larger company – vital in today's rapidly changing IT world."

Stephen Eastman - Partner





Our Core Values are: Technical Excellence, Responsibility, Transparency, Consultative Approach, Tenacity

Established in 1988, Weald IT has served businesses and organisations across London and the South East for more than 20 years – and has gained a reputation for high quality IT services and solutions.

We currently have a client base of around 300 SMEs with between 5 and 100 users and have strong experience with professional services clients (accountants, solicitors, insurance, IFA's, architects, surveyors, media etc).

Weald IT is a strong and stable company and, as you will see from the case studies and testimonials found on pages 7 and 8 in this report, has established excellent long term business relationships with many businesses in need of a serious IT partner.



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