

Weald

PROFESSIONAL IT SERVICES

GUIDE

AUTUMN 2011

Specialist IT for
competitive edge



Co-Sourcing Your I.T.

The Benefits to Your Business of Co-Sourcing Your IT

Co-sourcing minimises risks and brings in transparency, clarity and better control over processes

www.wealdcomputers.com

About Us

Weald has built a reputation as one of the most established and technically advanced IT service providers in Sussex. Started in 1988, our business has grown steadily due to high client retention and client referrals and we now have a client base of around 300 businesses.

Our core sectors include professional services clients (accountants, solicitors, insurance, IFA's, architects, surveyors, media, estate agents etc) as well as international, and manufacturing. In addition we provide IT support services for a wide range of other sectors and businesses.

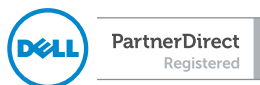
This means that we understand the needs of our clients and we are focused on providing them with the technology and support services that will provide competitive edge by improving productivity.

Weald is a strong and stable company and we will be an excellent long term business partner for any company looking for a serious IT provider.



Like the chameleon, we are said to possess full 360-degree vision with eyes that can also be focused in the same direction, giving sharp stereoscopic vision and depth perception. Like the chameleon we are also able to fit into any environment.

Partnerships



working with the best

Fast Growth Businesses

By David Molian - Director of the Business Growth & Development Programme at **Cranfield School of Management**.

Over twenty years and over 1,100 owner managers have worked with us to grow their sales and profits and to develop themselves as leaders. During that time we have observed a number of key characteristics that distinguish fast growth businesses from the rest.

BECOME A STRATEGIST

If you are running a business, particularly your own business, bring longer term thinking onto the front burner to make it top of the agenda. That is the way in which businesses build for tomorrow.

WATCH THE PENNIES

Most business owners, most of the time, will talk in terms of sales and turnover – very few will talk in terms of profit or gross margin as their primary target. Yet this is where the focus must be.

GROW UP

The systems, the processes, the structures and the way in which the business is led and managed all have to change as the business changes. Formalisation of systems and processes has to happen; entrepreneurs can no longer hold the business in the palm of their hand; they need to be able to step back and allow the business to function independently of them.

IT'S DOWN TO YOU!

The manager must be capable of change and growth and development, if not they may become an obstacle to taking the business further.

WORK SMARTER, NOT HARDER

Spend more time thinking about taking the business forward and developing a new business for a new tomorrow. Ultimately the manager should get to the point where the business is working for them rather than working for the business.

Putting these building blocks in place won't necessarily guarantee your success, but it will certainly shorten the odds dramatically in your favour.

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To Learn More, Call **Mike Nelson**, Managing Director
Telephone **01444 241381** or eMail **mike@weald.it**

Co-Sourcing

Co-sourcing is the new buzz word for a business practice where a service is either performed by staff from inside an organization or by an external service provider.

In the case of IT, it can be a service performed in concert with a client's existing IT department. The scope of work may focus on many aspects of the internal IT function.

Co-sourcing minimises sourcing risks, brings in transparency, clarity and better control over the processes outsourced.

Examples of co-sourcing services are supplementing the in-house IT staff with specialised skills such as information security or integrity services, providing routine assistance.

Another example of co-sourcing is part of software development or software maintenance activities to an external organization, while keeping part of development in-house.

Co-Sourcing

- Obtain the latest technologies at sensible prices
- Reduce your overheads
- Planned monthly costs
- Monitor remotely to identify early problems
- Increase the performance of your IT
- Optimise all available resources
- Manage the peaks and troughs in your business and computing demand
- Benefit from a more productive and profitable business

This newsletter is sent to more than 1000 business across the South East.

If you have a colleague who would like to receive a copy, or if you do not want to receive future editions of this newsletter, please email news@wealdcomputers.com

mission possible

Working Together

Tasks We Carry Out For Our Clients

- IT management and support
- Streamlining IT core components
- Helping IT (and other) staff work more efficiently
- Making improvements to software and data processes
- The updating of networking and infrastructure leading to more efficient systems
- IT helpdesk and emergency response services
- Staff IT outsourcing
- Office relocation assistance
- Working across internal departments to create efficiencies
- Implementing software updates
- Software development

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Weald Sectors

International

Weald understands the importance of maintaining reliable systems and providing updates across international office networks.

SECTOR NEEDS

More businesses are setting up internationally and international firms need total reliability of systems and the latest software across all offices to maximise communication and efficiency across markets. The ability to receive support as soon as it is available is also critical.

WEALD EXPERIENCE

Weald continue to work with a number of international clients and we recognise the importance of trouble free email, reliable server networks and the updating of software. We regularly visit our international clients.

Professional Services

With a large number of Professional Services clients, Weald understands the specific IT needs of this sector. Our clients include solicitors, accountants, architects, IFAs, insurance and surveyors.

SECTOR NEEDS

In Professional Services, differentiation and the ability to stand out are key. IT systems must also be reliable and secure providing customers with total confidence. IT systems should be able also to improve productivity and profit and provide smarter client-centric collaboration.

WEALD EXPERIENCE

We have installed more reliable systems that are scalable and easy to transfer to new offices. We liaise with software developers and provide updating services outside office hours to avoid disruption to billable hours. We also provide bespoke systems that provide our professional services clients with significant competitive advantage, greater productivity and improved customer focus.

[Click here for our Professional Services sector fact sheet](#) or call our managing director, Mike Nelson on 01444 241381 to discuss any current IT challenges that you face.

very best practice

Weald Sectors

Manufacturing

Weald understands the importance of maintaining reliable IT systems to support the manufacturing process.

Just as manufacturers seek innovation, they also need to ensure that they have the best IT systems in place to manage not just the manufacturing process and minimise disruption but also to maintain a reliable distribution and sales infrastructure. The ability to receive support, as soon as it is required, is also critical.

WEALD EXPERIENCE

Weald continue to work with a number of manufacturers across a range of product sectors and we recognise the importance of reliable IT systems. We also provide our manufacturing clients with the ability to update systems as new technologies become available.

Support Services

Weald believes that businesses cannot stand still and we are constantly looking for new, improved technology for our clients.

WHY COMPANIES HIRE US

The most successful businesses do not stand still and are constantly looking 'over the horizon' at tomorrow's IT systems and installing them today.

WHAT WE ARE REALLY GOOD AT

We aim to provide our clients with the most reliable support and therefore with tomorrow's IT systems today. With such a large client base, we are continually installing the latest systems and quickly understanding the benefits of new technology. Importantly, we also manage change effectively. Moving offices can be unnerving and Weald makes the whole process as smooth as possible.

HOW YOU CAN BENEFIT

You can be confident that your systems are the best available. With the best systems, you can provide your customers with the best service and best of all, you can maintain competitive edge.

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Weald Services

Disaster Recovery

WHY COMPANIES HIRE US

Successful businesses recognise that any sort of disaster is likely to have a catastrophic impact. Forward thinking businesses ask us to put good disaster recovery plans in place.

WHAT WE ARE REALLY GOOD AT

We help businesses put in place a disaster recovery strategy, and a continuity plan. This should indicate the recovery point objective (RPO) and recovery time objective (RTO) for various business processes (such as running payrolls, generating orders, etc.). We then map the metrics specified for the business processes to the underlying IT systems and infrastructure that support those processes.

We have several products and key partners who help us put the best measures in place for your business.

HOW YOU CAN BENEFIT

Like our clients, you will benefit from peace of mind and the assurance that no matter how serious your disaster might be, it will quickly be - 'business as normal'.

Security Solutions

WHY COMPANIES HIRE US

Businesses need the latest anti virus solutions and products that include proxy servers and filtering packages that monitor and control use of the Internet. However products are complex and can be costly and businesses need the best advice.

WHAT WE ARE REALLY GOOD AT

We have a particular in depth knowledge of Security Solutions and in 1999 we developed our own firewall product called iwall. We keep a look out for the latest security products.

HOW YOU CAN BENEFIT

Today, the price of high quality security brands like Cisco, Juniper, HP, Barracuda and at the lower end Draytek are all within reach and we can advise on the best products for your needs and purchase and instal them.

thinking in the box

Weald Services

Managed Services

WHY COMPANIES HIRE US

You might be the IT Manager and you need some extra cover for holidays, emergencies, roll out, project, sickness or maternity. Or you might be a Partner or Director who wants to retain overall control but would rather someone managed the day to day work.

WHAT WE ARE REALLY GOOD AT

We can provide any of the following:

- Out of hours software updates for your vendors systems (e.g. Sage/Iris/Digita/CCH etc).
- Monthly health check reports and monitoring
- Installations of new PC's – in a smart way – using installation documentation or using imaging software to cut time for larger roll outs.
- Regular site visits (if required)

HOW YOU CAN BENEFIT

You benefit from some smart thinking from a skilled and imaginative IT provider who makes use of all the latest technologies. You can also benefit from minimum disruption to your business.

Small Network

WHY COMPANIES HIRE US

You are the owner manager of a small business with a few PC's and possibly a small business server. To maintain the efficiency of your computer systems you need:

- Monthly health checks and regular monitoring
- A prompt when your server becomes too old and high risk
- Help when you need it but without being tied to an expensive plan

WHAT WE ARE REALLY GOOD AT

Weald understands the needs of small businesses and provides services in line with these needs. Also, we don't talk in "IT speak" so we can quickly and easily communicate with each other – saving you time.

HOW YOU CAN BENEFIT

Unlike a lot of IT businesses, we will provide you with the best advice for the needs of your business and we will not just sell you stuff. In short, we will keep your systems in good shape.

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Weald Clients

PROFESSIONAL SERVICES

Accountants

- Knill James
- John A Tuffin and Company
- Feist Hedgethorpe
- Levicks
- Ward Mackenzie
- Price Waterhouse Coopers
- B & M Tax Accountants
- Russell New
- The Fry Group
- Benedict Mackenzie

Technical Consulting

- Instrumentation Testing and Measuring
- Richard Allitt Associates
- ITAD

Solicitors

- Blaker Son & Young
- Engleharts
- Bennett Oakley
- Woolley Bevis Diplock

IFA's and Insurance

- Feist Hedgethorpe IFA
- Harvey Curtis
- Square One Financial Planning
- Axiom Underwriting
- SOEM (Southern Seas)
- North Atlantic Run Off Services

Architects

- ABIR Architects
- Deacon and Richardson
- Miller Bourne
- Baker Architectural
- Wealden Architectural
- DPS Sussex

Construction & Surveying

- A F Pilbeam
- Addagrip Surface Treatment
- Rhino Asphalt
- WT Lamb (lambs bricks)
- Buxted Construction
- Foxdown Construction
- Leander Group Construction

Manufacturing

- Food and Food Production
- Cookieman
- Higgidy Pies
- JoeAllen Restaurants
- Susman Best Biltong

Medical

- Welland Medical
- Sentinel Laboratories

Technical

- Brightwell Dispensers Ltd
- Reflex Nutrition
- Cirrus Laser
- Holders Technology
- Hunt Developments
- MPE Electronics
- Muffett Gears
- Thermofrost Cryo PLC

International

- Adelphi Group
- Elkington Gatic
- Theradex Europe
- Transworld

Charities

- St Catherines Hospice
- Princess Alice Hospice
- Born Free Foundation
- St Georges

Education

- Greenfields School
- Muntham House School
- St Aubyns School

IT

- Red IT
- DPS
- ISOS
- Ballard Chalmers

Travel and Transport

- Ocean Club Holidays
- North American Vacation Homes
- Tomsetts Transport

Media and Music

- Lace Group
- Bellman Interactive
- IQ Music
- P and P Songs
- Masterpiece Media

Estate Agents

- Clifford Dann

Other

- Jacksons Glass and Catering
- Guild of Mastercraftsmen

experienced users

What Our Clients Say

"Weald has helped us to remain at the forefront of technology in our business."

Nick Rawson, Partner, Knill James Chartered Accountants

"Weald provide the exact support we need, expertly tailoring their services to meet our ongoing and changing requirements."

Chris Richardson, Deacon & Richardson

"Investing in the right technology with Weald some years ago meant that our recent expansion was less painful."

Stephen Woolmer, Managing Director, Brightwell Dispensers

"Whatever problem we encounter they seem to have a solution which they deliver quickly and at a fair price."

John Kelly, Managing Partner at Square One Financial Planning LLP

"Mike's depth of IT and business knowledge has enabled him to build a successful IT support company."

Paul Hopwood, Managing Director, Paul Hopwood Consulting Limited

"My firm has used Weald for our computer support for many years. I would have no hesitation in recommending Mike and his team"

Roger Tuffin, John. A. Tuffin & Co LLP Chartered Accountants

"Weald have been very professional in the deployment of a fully hosted IT infrastructure for my clients and put the relationship with the client as a priority."

Gordon Mankelow, Relativity Limited

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SALES

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