

Exploring the benefits of a true partnership approach

Reliable IT support is fundamental for every organisation. Even a couple of hours of downtime in today's email dependent world can cause significant disruption and substantial lost revenue, as well as raise concerns about a company's welfare.

JMC is aware of the hugely detrimental impact insufficient IT support can have because its clients often share their experiences of previous IT partners. Under-resourced freelancers applying a haphazard 'sticking plaster' approach and failing to see the bigger picture, unhelpful IT 'experts' with a tendency to act reactively and keep their trade secrets too close to their chests, and an array of service providers too busy appointing blame, are all familiar scenarios that result in a disproportionate amount of downtime and a persistent IT headache for the client.

Longstanding relationships

Feedback from organisations across a range of sectors suggests that JMC's approach is rare and its personable, professional and long-serving team is why so many of its clients regard JMC as a natural extension of their in-house IT resource. Indeed, JMC seeks to establish mutually rewarding long-term relationships with all its staff, not least because this pays dividends for clients. The average JMC employee has been with the company for over 10 years meaning clients have a consistent point of contact and can be sure the people assigned to their business have a thorough understanding of their evolving needs.

New insights

Whilst the majority of JMC's clients have been working with the team for 10 years or more, it is often its newest clients that highlight – by comparison – the value of JMC's partnership approach and award-winning, proactive SupportCare service.

Chartered Accountants, Duncan Boxwell & Company; engineering specialists, NIS Ltd; and fluid power engineers, Yarl Hydracentre, have all recently partnered with JMC. Here they highlight how JMC's SupportCare differs to their previous support arrangements and how this unique approach has proved so crucial to their business performance.

Duncan Boxwell & Company: Weathering the perfect storm

Issues with previous support: Through discussion with the client it became apparent its freelance support provider could not offer the level of resource required to maintain its network, which is frequently operational for up to 16 hours a day.

Duncan Boxwell was previously supported by a single individual but, with the organisation heavily reliant on its IT systems, its partners wanted to ensure that the practice wasn't exposed to the availability of that individual in the event of IT issues. After a thorough review of the available options Duncan Boxwell chose to partner with JMC, key reasons being the belief that JMC could deliver the value, peace of mind and strategic advice that they were looking for in an IT partner.

Overcoming the challenge: The decision was almost immediately tested when Duncan Boxwell's server crashed and all contingencies failed – including the corruption of back-up tapes. JMC invested extensive resource to resolve what was tantamount to a 'perfect storm'. Repairing the damage was a time intensive, detailed forensic exercise that called upon all of JMC's resources, including top-level management and the company's close contacts at its professional partner, Microsoft. As part of the SupportCare service an engineer was permanently deployed on-site and Duncan Boxwell recognised that through JMC's dedication and commitment, the impact on the practice was kept to an absolute minimum.

Benefits of JMC's partnership approach:

- **Fixed support costs** – From a commercial perspective the company realised that, had it remained reliant on its previous 'pay-as-you-go' arrangement, Duncan Boxwell could have easily received a bill of up to five or six times the value of its annual JMC SupportCare Agreement.
- **Scale of resource** – The team was also thankful of its decision to upscale its IT resource as an incident of this magnitude would have taken a single individual weeks to resolve and the ramifications for the practice could have been severe. JMC's scale meant it had the capability to comfortably manage the complexities of this intense process, whereas a smaller provider simply wouldn't have had the resource in place to effectively resolve the issues within an acceptable timeframe.

“ JMC consistently goes the extra mile and we genuinely couldn't be happier with our decision to partner with them. Their resilience during a crisis is commendable and I can't praise them enough for the commitment that they have shown and continue to show to Duncan Boxwell.”

Martin Briggs, Director,
Duncan Boxwell & Company.





Yarl Hydracentre Ltd: Back-up required

Issues with previous support: Yarl's over reliance on a local one-man-band operation had left it with an inadequate IT system with no centralised back-up and 'make-shift' solutions to problems that were outright risky and unrealistic for the business.

Yarl was aware that its IT system was holding the business back rather than helping to drive it forward. Numerous issues needed to be resolved including establishing a connection between its Barrow and Workington sites. The two locations were operating entirely separate systems, which meant that data had to be transferred manually between the respective offices.

Additionally, Yarl's directors were experiencing frequent problems with a poorly performing email solution and were alarmingly advised to use personal email accounts as an alternative – which understandably raised concerns. Furthermore, the quality of support being received was leaving the business exposed to unnecessary and costly downtime.

Overcoming the challenge: Firstly, JMC conducted a complete IT audit and defined a strategy that would ensure Yarl's IT was an asset to the business. Yarl bought into JMC's approach and immediate changes included the introduction of a Citrix solution to enable better integration between the two sites and a centralised Microsoft Exchange email system – delivering significant increases in both stability and efficiency. This was complemented by the introduction of a comprehensive support service including JMC's sophisticated SupportCare Incident Management System (SIMS).

In short, JMC's expert intervention has enabled Yarl's Directors to focus on the business instead of being preoccupied with trying to resolve an avoidable barrage of IT issues.

Benefits of JMC's partnership approach:

- **Holistic approach** – Shortly into the relationship, Yarl commented that one of the key benefits was being able to rely on a more proactive provider with the strategic vision to address the company's current and future IT needs.
- **Cost-effective support** – Furthermore, they were pleasantly surprised to learn that they could receive expert support from JMC's highly accredited, well resourced team for a similar level of investment to their previous one-man-band provider.

“ We simply couldn't find a comparable service locally that offered the same breadth of expertise and products as JMC. Their remote support service is exceptional and we know we can rely on them to deliver on the day-to-day issues as well as make a valuable contribution at a strategic level.”

**Duncan Wolley, Director,
Yarl Hydracentre Ltd.**





NIS Ltd: Record breaking results

Issues with previous support: NIS Ltd perceived its previous support from multiple providers as being poor quality, reactive and inconsistent, and with a need to upgrade its ageing IT system, the company wanted to find an IT partner with the necessary scale and experience to undertake the project and offer a comprehensive support service.

Overcoming the challenge: At the outset NIS was understandably concerned about the potential business impact of any problems or delays with the proposed upgrade and spent considerable time sourcing a suitable provider. They informed JMC that the team primarily sought a partner with the necessary resource to attempt a sizeable project, but also the heritage to have working knowledge of its existing antiquated network. NIS was satisfied that JMC met the company's stringent criteria and awarded the Manchester-based IT solutions and services provider the project. The assigned account handlers immediately put the people and processes in place to complete the transition on schedule, within budget and with minimal downtime. Having gained NIS' trust, JMC then put forward a series of suggestions to improve its network, from both a security and performance perspective, and is now NIS' principal technology advisor and IT support partner.

Benefits of JMC's partnership approach:

- **Efficient project management** – With the right level of resource and robust project management processes in place, JMC has proven to NIS that it has the capability to take on even the most ambitious deployments.
- **Confidence to make changes** – Any concerns that NIS expressed at the start of the project were soon quashed by bringing on board the right IT partner. As a result of its established relationship with JMC, NIS is now confident about making any recommended changes to its IT infrastructure and trusts that JMC will ensure minimal impact on their business.

“ This initial task was no mean feat and JMC gave it their all, as – we've learnt – they always do.”

**Adrian Woodward, Computer Manager,
NIS Ltd.**

JMC's award-winning SupportCare service offers:

- Rapid response to IT issues without reliance on third parties.
- Unlimited access to all the resource you need for a fixed cost.
- Comprehensive IT supervision and control via our exclusive SupportCare Incident Management System (SIMS).
- Meticulous health checks and security audits to ensure your systems are stable, secure and protected.
- Scheduled business continuity simulations to ensure you're prepared for every eventuality and pre-empt potentially costly surprises.

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