



## Ted to the rescue of our charity clients!



### Background

Berkshire Youth works with local communities to inspire and empower 8-18 year olds to find and join clubs and organisations.

With around 40 members of staff, the organisation is relatively small from an IT support point of view, and although they had an IT company in place, they were finding that it was becoming increasingly impersonal, with call desks allocating priority to calls based on urgency, with no proactive support. The result was that the team were feeling isolated. CEO, David Seward explains:

*“They generally left us alone, and we felt like we were not a priority. We really wanted something a bit more personal. Our staff often work outside of normal office hours, so if they encounter a problem, it needs to be sorted out promptly, otherwise they’re just sitting around waiting which obviously isn’t good for the organisation”*

They started off with a combination of an IT consultant on call and a telephone support service. The support service was the first point of call, but if they couldn’t help (having gone through all the options), a new call would need to be made to the call-out service.



## How 1-Fix Help

David was vaguely thinking about an alternative solution when he met Craig at a networking breakfast. As a self-confessed 'non IT person', he liked the fact that Craig was able to talk him in terms that he could understand, and he quickly got to grips with the needs of the business. The work is mainly word processing, data management and financial systems and 1-Fix recommended and implemented a cloud-based system which is a more stable platform than the previous one, and much easier to use.

*"The team often work remotely, managing their own time and diaries. We used to have to log onto the server which was slow and unreliable and people would get frustrated. Now we use Microsoft 365 it's much quicker to log on and access the systems we need. I don't hear moaning from the team like I used to."*

## Delivering Results

The Berkshire Youth team enjoy their relationship with Craig and Ted, and the fact that they're able to hop onto the system very quickly to solve any issues. Most weeks someone will need some help or support, and they get it quickly. Most of the issues can be dealt with remotely, but if not then Craig, Ted or one of the team visit the office.

*"Ted hasn't yet failed to solve a problem. We often say 'Ted to the rescue' when we know he's on his way!"*

There is also a process of regular updates so the system is kept running smoothly.

## Summary

It is now much easier and quicker to access the tools they need, and Berkshire Youth feel supported and cared for. They also feel that Craig has a sincere interest in their work.

*"Craig is keen to be on board, and has even gone a step further by doing a fund-raising day for us which we really appreciate. We genuinely feel he has our best interests at heart."*

### For more information:

Our clients are always happy to talk to you and explain the benefits of our pro-active support services. Please feel free to e-mail [ceo@berkshireyouth.co.uk](mailto:ceo@berkshireyouth.co.uk) or call 0118 909 0927

For questions related to our general services, please speak to Craig by emailing: [craig@1-fix.com](mailto:craig@1-fix.com) or by calling our office number on 0118 9260084.