

# Client Success Story

## E-ppl Limited

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## Read how we helped Epppl below...

Based in Coventry's Gallagher Business Park and with offices in Telford and County Durham, E-ppl is the largest automotive service provider in the UK with customers around the world. There are over 90 users over the 3 offices and remotely, and technology is essential to operations. Chris was finding their current IT supplier was not as responsive as he needed them to be and that they lacked the knowledge for a company of E-ppl's size.

### The Problems

- ▶ Chris, the IT manager was finding it challenging to stay on top of IT issues and get a proper response from their existing IT company. He was spending a lot of time chasing up and there was very little in terms of communication, which became very frustrating.
- ▶ IT issues weren't getting sorted out in a timely manner which was affecting daily operations and sometimes causing delays in meeting client deadlines.
- ▶ Chris started to question some of the technology and cyber security recommendations given by their existing IT company – he felt they were not fitting for a company of E-ppl's size.
- ▶ Their problems with IT were causing them plenty of headaches and it was clear they needed a proactive IT provider to help give them the support they needed to move the business forward.

### The Complex Solution

- ▶ We very quickly provided the hands-on approach that Chris needed, conducted a thorough assessment of their existing IT and made the recommendations needed to improve operations. Access to data is now far more swift, efficient and secure.
- ▶ IT security was also a concern with a number of vulnerabilities found, we
- ▶ implemented our layered approach to cyber security to harden their IT infrastructure removing Chris's worries that their data wasn't as secure as it needed to be.
- ▶ Chris is now spending a lot less time on frustrating IT issues and more time on his job, leaving us to take care of all of the issues that arise in a speedy manner.
- ▶ Our tentative approach to IT support gave E-ppl a far more personal service than they had been used to, giving them trust in knowing we had them covered in every eventuality.

### What they said...

"With our old provider, we never felt that we were speaking to someone in offering solutions to issues that may affect us, merely reactive to an issue when it did arise, which when it comes to our IT in our industry is often too late and causes all sorts of problems with our deadlines.

Complex IT take the time to listen to us and our needs and thus are able to offer a much more proactive approach to our IT needs. By having this personal service, we have trust in knowing that Complex IT are offering us the best possible advice for our needs."