

Moving On Up With Complete Tech Support

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Discover how ITEC's Technology Managed Services have helped Fraser and Wheeler enjoy a transformed tech experience at no additional cost.

FRASER AND WHEELER an ITEC customer story





TABLE OF CONTENTS

About Fraser and Wheeler

Challenges: Outdated Phones & Chaotic IT

Solution: The ITEC Approach

Results: A Tech Transformation

Testimonial: “ITEC Is Our Comfort Blanket”

About ITEC

OFFICES

2

STAFF

12

ESTABLISHED

2010

FRASER & WHEELER

Fraser and Wheeler is an independent estate agent covering Dawlish and Exeter. They stand out from the crowd thanks to their outstanding knowledge of the local property market and the extensive experience of the team. They have two offices and a close knit team of 12 staff.



INDUSTRY

Professional
Services

WEBSITE

fraserandwheeler.co.uk

LOCATION

Exeter, Devon

“
With the old set up, we’d often find that our suppliers played the blame game when something went wrong and we were spending far too much time trying to get issues sorted.

Now, ITEC handles everything - and it makes such a difference!

- BEN FRASER, DIRECTOR, FRASER AND WHEELER

CHALLENGES



Outdated Phones

Fraser and Wheeler had an old-fashioned ISDN phone system in place. Issues with the phones were cropping up more frequently, and getting the suppliers to rectify them was proving troublesome and time consuming for the team.

With ISDN tech soon to be obsolete (BT has announced ISDN lines will be switched off in 2025), it was time to embrace a more modern and effective telephony system.



Chaotic IT Set-up

For many years, the team at Fraser and Wheeler with no IT strategy or support. However, as the company grew and became more established, the cracks in the existing approach began to show.

Emails were stored locally on each PC using outdated POP-3 tech to send them. There wasn't a central server, each PC was its own admin. Plus, nothing was being backed up and security measures needed reviewing.

"We chose ITEC because we were confident they could give us peace of mind that our IT was taken care of."

- Ben Fraser, Director, Fraser and Wheeler



“
We aren't paying any more than we did for the old set up, but we are getting SO much more.

- BEN FRASER, DIRECTOR, FRASER AND WHEELER



Overhauled Phones

ITEC Engineers set to work to install a new and much improved VoIP phone system, connected via broadband and hosted securely out of the ITEC Data Centre in Plymouth.

The new phones mean it's easy for the Fraser and Wheeler team to set up conference calls, access the company directory from their handsets, click to dial from their desktops, create call groups and see performance reports.

As part of the overall plan to improve service for an affordable fee, ITEC provides all hardware, software, support and calls/line rental for a fixed monthly price.



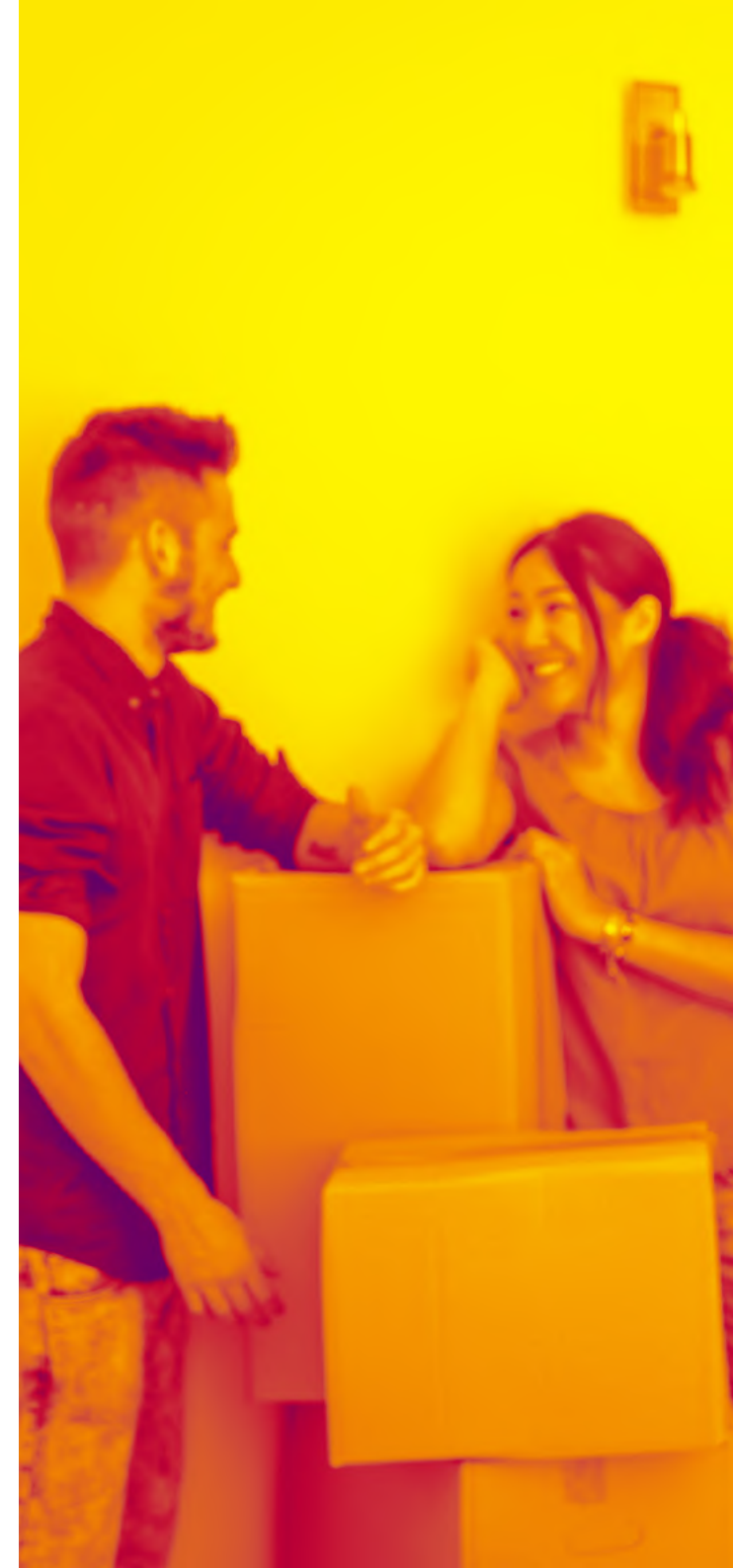
A New Approach to IT

As part of ITEC's Technology Managed Service, experts carried out a complete audit of the existing IT infrastructure before recommending a move to a hosted system that would better support Fraser and Wheeler's needs now - and into the future.

New switches and faster, more reliable broadband were installed. Security and firmware was bolstered and proactive monitoring was set up to provide peace of mind that Fraser and Wheeler are protected from cyber threats.

Migration was carefully planned for and tested in advance, and end-user training was provided so that everyone on the Fraser and Wheeler team understands how to get the ITEC support they need, when they need it.

"We were really impressed with how smooth the transition was and how accommodating ITEC was to make sure disruption was kept to a minimum for us." - Ben Fraser, Director, Fraser and Wheeler





“
**ITEC is a friendly, honest firm that
makes tech simple.**

- **BEN FRASER**, DIRECTOR, FRASER AND WHEELER.

BETTER SERVICE

No Extra Cost

ITEC has taken Fraser and Wheeler from haphazard to having it all, thanks to its Technology Managed Service. The company now has the best available modern phones and secure IT systems, backed up by support from ITEC's army of technical experts available at the drop of a hat.

GROWING

Confidence



EACH WEEK

Hours Saved

“

**They made
migrating to the new
systems a breeze
and we haven't
looked back.**

- BEN FRASER, DIRECTOR, FRASER AND WHEELER.

DELIVERING THE MISSION



ITEC's bespoke Technology Managed Service for Fraser and Wheeler has put an end to many wasted, frustrating hours previously spent trying to fix issues with the phones or computers.

Now the team has one phone number and one email to get all the tech help they need.

“
If we ever run into an issue, they never fail to get it sorted for us. We have gained back lots of time that we previously spent trying to get annoying everyday issues sorted out.

- **BEN FRASER**, DIRECTOR, FRASER AND WHEELER.

SERVICE



“ITEC Is Our Comfort Blanket”

ITEC and Fraser and Wheeler began working together in 2010 when ITEC was brought in to supply and maintain the company’s printers and copiers.

A strong working relationship was built and when the company’s agreement with its phone suppliers came to an end, ITEC was the obvious choice to mastermind a better way of doing things.

Thanks to ITEC’s Technology Managed Service, Fraser and Wheeler can embrace the the future with confidence and peace of mind that, when it comes to tech, ITEC has their back every step of the way.

As Fraser and Wheeler Director, Ben Fraser, put it: **“ITEC is our comfort blanket on all things tech.**

“The thing I like best about ITEC is how simple they make everything. They speak in plain English and explain everything so you can easily understand. Lots of other firms don’t realise the importance of that.

“We’d like to expand and grow over the next few years, and we certainly feel more confident about doing that with ITEC on our side.

“I’d recommend them without hesitation.”



ABOUT ITEC



ITEC is your local business technology expert. For over 30 years, we've been delivering outstanding managed services and helping organisations smash their business goals.

Today, we power 3,800 businesses and organisations throughout the South West and beyond with full Technology Managed Services. Whatever your organisation, we drive you to success with powerful technology strategies and partnerships.

MANAGED IT

MANAGED PRINT

MANAGED CLOUD

MANAGED CONNECTIVITY

BUSINESS COMMUNICATIONS

DIGITAL WORKPLACE

MOBILITY

MODERN MAILING



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TO SEE
RESULTS?**

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