



Powering business growth with technology

Fontus Health Ltd

As Fontus Health Ltd grew, they faced challenges in managing their IT internally. Seeking expertise, they partnered with Moremicro to streamline their operations and improve efficiency. This collaboration has resulted in significant advances in technology and support for Fontus, allowing them to focus on growth and innovation.

The result

- Staying at the forefront of the healthcare industry by leveraging technological advancements and expert advice
- Improved response times and support, increasing overall team productivity
- Ability to focus on core marketing and product development tasks that build the business.

Like most fledgling start-ups every aspect of the business was managed internally by a small team, including the IT. However, it soon became clear that this approach was becoming problematic. Operational pressures meant that deadlines set for IT issues were often missed leading to internal frustration.

As the business grew and the sales team expanded, Co-Founder and MD Daljit Birdi quickly recognised that keeping IT in-house was no longer the best solution. "It's so complex that you really need an IT expert who can recommend the right solution based on their knowledge of your business. What we need, what we don't need. Internally, we couldn't cope with the workload."

He decided to enlist specialist help from an external provider for telecoms, Wi-Fi, broadband and general IT support.

CUSTOMER PROFILE




INDUSTRY

Healthcare

CHALLENGE

Managing increasingly complex IT requirements in house and finding an IT partner with a shared ethos.

SERVICES PROVIDED

-  Managed IT support
-  Telecommunications
-  Broadband

Simple switching

After several years with the same MSP, an impending price increase and change of ownership prompted Fontus to review the market for alternatives.

“We trust our providers to come up with the best solution for us and not just upsell,” says Daljit. “In the past, we’ve found ourselves paying for things we didn’t even know about and certainly didn’t use.” Having had his fingers burnt, Daljit was keen to ensure that the company only committed to what it needed.

He found Moremicro to be a refreshing change. “They listened to what we wanted and told us what was available. When I spoke to Sandeep and Sukhvir they were straight to the point. No fluff, no jargon, no complicated language. Just clear and to the point.”

“With a growing business, it’s important to invest in what’s needed now, run with it for 6-12 months and then review and upgrade if necessary,” explains Sandeep Bhopal, Operations Manager. “After all, the last thing you want is a gap between what’s expected and what’s delivered. It’s not a good basis for building trust and a long-term partnership.”

Trust and long-term partnership being two factors central to Moremicro’s ethos.

Staying one step ahead

Daljit’s passion for his business is clear when he talks about Fontus’ products and future growth plans. With a laser focus on staying at the forefront of his industry, he recognises that harnessing the latest technological developments facilitates this.

He identifies that the importance of surrounding himself with experts is key. “If you’re not an IT specialist you don’t know what the most recent advances are, let alone understand how these can be applied to your business” explains Daljit. “This is the big difference I find with Moremicro. We work together to innovate and use technology to improve efficiencies that help Fontus stay ahead of our competition”.



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Daljit Birdi, Co-Founder and MD