

Building a strong partnership to ensure we give our clients the **best** service

Summary:

Client:

Pat Tomlinson Accountancy

Sector:

Accountants

Company Size:

- 1 Office
- 6 Employees

Key Technologies:

- Office 365
- Microsoft 365
- Printix

Netitude Services Provided:

- Fully Managed IT Support
- Unlimited Service Desk Support
- Dedicated IT Director
- Strategic Planning

Project goal:

As a newly formed business, Pat Tomlinson Accountancy needed an IT set up to meet their business needs. It was essential that we delivered precisely on what was agreed in order to meet the goal of being ready for businesses. With clear and open lines of communication, Netitude and Pat Tomlinson Accountancy formed a strong partnership from the start.

“My first meeting with Adam was a great start. I liked the fact the MD had time for me and an original start up business he empathised straightaway with our requirements. I was fearful he might just be an IT wizard but he is far from just that – readily communicating on my limited (needs based) IT level and clearly having a good commercial sense of reality.

Our main aim was to replicate what we had all been used to in larger organisations – from day to day work, sector specific software, effective internal and external communications and all with 100% security; as well as an ongoing 24/7 support service if things go wrong. We have to be able to rely on our IT and its security.”

- Pat Tomlinson, Director & Principal at Pat Tomlinson Accountancy



The Client:

Pat Tomlinson Accountancy specialises in working with farming and rural businesses. From general accounts and tax returns to commercial and strategic advice. They have a friendly, experienced and professional team who work closely with farmers across the country. What makes them stand out from other accountancy practices is their ability to work with customers to help meet the personal and financial goals of them and their family, as well as the commercial needs of your business.



Navigate:

Defining the company needs and collaborating with external vendors

To support Pat Tomlinson's objectives and deliver a strong return on investment, Netitude:

- Undertook a full technical audit of their systems to get an understanding of their current alignment to industry best practice
- Met with all important staff members to ensure safe understanding of new systems
- Took the time to explain how we monitor performance
- Built a strategic roadmap to prepare our client for the evolving IT solutions and ensure they are on board

"I have always worked in firms that had an IT department that sourced all hardware and software and I could ring for support.

In setting up my own business I wanted to replicate that service, without the overhead cost and make sure we had access to the most up to date thinking in IT requirements"

- Pat Tomlinson, Director & Principal at Pat Tomlinson Accountancy



Intergrate:

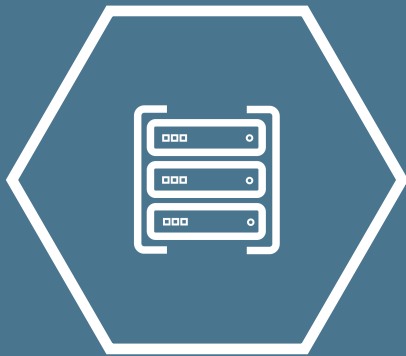
Enable Infrastructure & Applications

To ensure the process of starting a new business was as smooth as possible Netitude did the following:

- Worked directly with our client and their software suppliers to make sure they could fully migrate to the cloud
- Ensured all staff members were ready for remote working from Day 1
- Installed WatchGuard UTM & new computer hardware
- Installed Printix Cloud print management software
- Installed 365 Cloud solution, SaaS & Cloud hosted VOIP telephony system

"We wanted effective IT with some surplus capacity – we were wholly lead by Netitude's recommendations on software and hardware. The team that got to work on our project was excellent – technically and in terms of service levels. There was undoubtedly a great team ethic to support our needs and all were very pleasant to work with – again recognising our relatively limited expertise with IT"

- Pat Tomlinson, Director & Principal at Pat Tomlinson Accountancy



Operate:

Delivering Business Benefit

To ensure Pat Tomlinson Accountancy are always on top of their IT game, Netitude:

- Focus on a partnership journey through IT
- Plan quarterly review meetings to ensure stability and meeting company needs
- Ensuring that Pat Tomlinson achieve their business goals by doing everything we can

“Netitude make sure we continue to have up to date systems and that we are supported throughout so that we can concentrate on providing our clients with the best possible service.

We have ambitious growth plans and our ongoing relationship with Netitude will ensure that our IT systems stay a little ahead of our immediate need.

We have been delighted with the results and our use of IT has been easy and reliable. Netitude make us feel important as a customer.

- Pat Tomlinson, Director & Principal at Pat Tomlinson Accountancy

