

OUTSOURCED IT SUPPORT CASE STUDY

How AJT Managed IT Services' Rapid Issue Resolution Revamped QCL's IT Support

AT A GLANCE

By outsourcing its IT support to AJT Managed IT Services, QCL Ltd now benefits from 15-minute support responses, proactive onsite maintenance & lower IT costs, reducing downtime & freeing staff to focus on core work.

KEY INFO

Company
QCL Ltd

Industry
Analytical technology

IT services provided
[IT Support](#)
[Cyber Security](#)
[Microsoft 365 Licences](#)

TESTIMONIAL

We're very pleased we chose AJT for our IT support. Matt and the team are very knowledgeable and helpful, with a personal approach to IT management often lacking in outsource companies.

Jamie Duncan
Managing Director, QCL Ltd.

CHALLENGES

QCL Ltd's IT support needed to evolve after a management buyout:

- **Limited IT support availability.** QCL Ltd needed to evolve their IT support, shifting away from a consultant with limited availability.
- **Slow issue resolution.** Fixes required devices to be left on overnight, leading to delays and avoidable downtime.
- **Operational impact.** These delays and downtime periods impacted staff productivity.
- **Need for a reliable partner.** QCL required faster response times, proactive support, and a more scalable IT solution.

SOLUTIONS

- **Ultra-responsive support:** AJT resolves most issues within 15 minutes, eliminating the overnight delays that previously caused downtime.
- **Proactive onsite maintenance:** Scheduled technician visits every 2 weeks to catch and fix issues before they impact the business, and identify future improvements.
- **Cost-efficient IT services:** Reduced-price Microsoft 365 licences, Bitdefender cyber security protection and savings on firewall renewals.
- **Local, hands-on expertise:** Offering a more personal, reliable service than typical outsourced IT support.
- **Strategic IT partnership:** AJT partners with QCL Ltd to provide expert guidance on long-term improvements, such as modernising its extensive onsite server setup.

RESULTS & BENEFITS



**SIGNIFICANTLY
REDUCED
DOWNTIME**



**MORE
PRODUCTIVE
STAFF**



**CONSISTENTLY
RELIABLE
SUPPORT**



**IMPROVED
BUSINESS
FOCUS**



**FUTURE-READY
IT PLANNING**

Get the AJT advantage: rapid response & local support.
Speak to us today: hello@ajt-ms.com



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