

CLIENT TESTIMONIAL



I know that my business technology
is in safe hands.

Focus always go **above** and **beyond**
for us.

It truly is a partnership.

Marilyn Turner-Laurent, Director
Rye Motors



Fast | Friendly | Stress-free

Key Outcomes



Systems stay online even on weekends, so operations run smoothly.



No worrying and get to spend more time on the business.



Not just reactive support, but proactive advice.



Strategic visibility through regular Quarterly Business Reviews



A team that is always available & rooting for Rye's success.



Issues are always explained in a clear, human tone.

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Challenge

Rye Motors is the Northwest's premier independent service center. But despite their scale, they were stuck with an IT provider that wasn't showing up.



No contact, no visibility.

The provider was nowhere to be seen – problems lingered, and service level agreements weren't being met.



Critical systems at risk.

Their garages rely on always on connectivity to issue MOTs and manage fleet systems. Downtime wasn't just frustrating; it impacted revenue and compliance.



Weekend support was essential.

With operations running six days a week, they needed a partner who could deliver when it really counted.

“We were locked into an IT contract with a provider we never saw and we weren't getting the support we needed.”

Strategy

To stabilise and future Rye's IT, we started by identifying the biggest risks: poor communications, unplanned outages, and lack of proactive care.

We then:

- Delivered Managed IT Support that prioritised uptime for MOT and DVLA connectivity
- Offered weekend coverage to match their working patterns
- Provided expert guidance to help streamline infrastructure across 3 sites
- Maintained a responsive, ongoing relationship that Marilyn calls **"a true partnership"**

Now, Rye Motors can trust their IT to just work, without the drama or downtime.



Solution

We didn't just take over IT support. We rolled up their sleeves and got Rye Motors out of a bad deal.

From there, we put in place a responsive, people-first service built around uptime, accountability, and partnership.

"I know our technology is in safe hands now. They always go above and beyond for us."

- A full review of the previous provider's SLA (and how it failed)
- Seamless transfer of services with no disruption
- Weekend support to match Rye's operating hours
- Ongoing advice and guidance to keep things moving forward

"Focus took over, and things changed instantly. They stepped in, sorted out the contract, and gave us the support we'd been missing."

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