Client Success Story
Stoford Developments

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COMPEX IT
Supporting people first

Read how we helped Stoford below...

Stoford is prestigious property development company located in St Pauls Square. IT plays an essential role in the firm's daily operations and can mean the difference between a successful project delivery. Stofords existing IT company were not giving them the service they demanded, they needed a robust and reliable system and a provider that was proactive in their approach.

The Problems

► Stoford had been working with their existing IT company for a while but over a period of time the level of support and customer service began to fall. This led to a lot of frustration and disorganisation inside the business. There was no proactivity on the existing IT companies part, with Stoford only hearing from them when there was an issue.

► Their IT issues were having a major impact on daily operations with remote users not always able to access what they needed to get their work done.

► There was also the need of wanting to improve how they did things using technology but they didn't have the guidance and support they needed to move forward. They wanted to be able to improve the way they communicated and collaborated with each other within the business for example, but their existing IT company did not have the knowledge to implement this.

The Compex Solution

► We initially spoke with the management team to discuss how they were currently using their technology and assessed their existing IT infrastructure. Several improvements were put into a roadmap over the coming year including a new way to look after their extensive data needs.

► We took over the daily support and now manage all aspects of Stoford's IT, providing consultancy as well as offering help and advice on the latest technologies. They no longer have to worry about their IT and can focus on serving their clients to the best of their ability.

► Proactive monitoring and maintenance of their servers, computers and network are now in place to maintain Stoford's efficient infrastructure and to keep it secure.

► Stoford now benefit from regular catch ups, office visits and business reviews to make sure there is a plan in place for the coming months.

What they said...

"Compex have helped us to view IT as an investment. Computers are absolutely integral to everything we do, so by investing in a robust and reliable system that moves with us we've been able to make great decisions for our business. We realised through experience with our last provider that you get what you pay for, and that it's easy to take computers for granted – when things don't work properly it costs time and money. Now we have a system we can trust and supports our services to our clients, which is so important to us. Compex always have our needs on their radar and everything is secure. The team is more productive and happier, and we know we've got all the right software and security to do our jobs properly"