

Managed IT Support that's reliable and responsive.

THE BUSINESS AWH PROPERTY SERVICES

Anderson Wilde & Harris take pride in being a proactive, versatile firm of property surveyors offering residential and commercial valuations, RICS Homebuyer Surveys and building surveys for private individuals and businesses.

Client since 2016

Industry Property Services

Based in East London

Website awh.co.uk

THE CHALLENGE

Unhappy with the slow response times of their current IT provider, AWH approached CJAZ looking for a more proactive IT partner.

With their original IT support company, all issues were logged with an IT call centre. The service was often slow and frustrating, with staff having to repeat their problem to lots of different IT staff.

AWH staff would initially log their IT problem with the first-line engineer, and then an hour later the second-line engineer would call back. The whole approach lacked continuity and really wasn't working for the AWH team.

This disjointed approach meant the support technicians didn't fully understand the IT infrastructure and the specific business and IT needs of the AWH team.

THE PROJECT

During the first year, there were many issues identified that needed attention, with the priority to ensure that the backup system was working reliably.

With CJAZ's extensive infrastructure and networking experience, two new servers were installed providing physical on-site and off-site backups. This was put in place due to the large file sizes that weren't practical for Cloud transfer.

THE RESULT

The main value that CJAZ delivers to us is peace of mind, they have taken all of the worries away and often lots of things are picked up before we are even aware of them". says Elizabeth Adams, AWH's Managing Director. She added that she would be happy to recommend CJAZ Consulting and their services and have already done so to their clients.

CJAZ SERVICE BENEFITS

- Super responsive service
- Improved efficiency
- Business continuity
- Stay competitive
- Business growth
- Cyber secure
- Save money
- Secure data.

"We love working with CJAZ because we know the team, often we're just speaking with one person who knows all of our staff and our IT set-up really well. We love the personal service you receive when working with a smaller company."

"Any urgent support issues are dealt with immediately with less urgent issues being responded to within 20 minutes and often resolved in less than an hour."

Elizabeth Adams, Managing Director, AWH Property Services.



Thinking of switching?

**Let's talk. Please call 020 3950 0360
or email info@cjaz.co.uk today!**