

IT proves critical for business start-ups

“...Quiss provide essential business support and total peace of mind, which comes from working with a provider you have complete trust in. Their professionalism, expertise and accessibility is second to none...”

Mike Cummins, Managing Director, Cummins Solicitors.

Client

Cummins Solicitors

Profile

Cummins Solicitors are a niche firm of employment solicitors who began in business at the beginning of 2011. The firm advises on the whole range of employment law issues, mainly for employers ranging in size from small owner managed business to national household names. The firm also acts for a small number of senior employees. The firm offers advice on the whole range of employment law issues, but with particular experience in representing clients at the Employment Tribunal and in providing training.



Above left and right: The company's launch party with some familiar faces from the rugby world

Issue

Cummins Solicitors is a new business, starting with a blank canvas from the IT infrastructure and systems point of view. Company Director Mike Cummins had experience of using outsourced IT services in his previous role of Partner at current Quiss client, law firm Freeth Cartwright LLP. Mike was convinced of the added value and importance of the total services package that Quiss delivered. When planning his own business, with cutting edge, yet robust and practical IT systems, we were naturally his first choice.



Solved

Cummins Solicitors required help getting the business off to the best possible start, so selected our 'Support Plus' package, to allow the business to run smoothly from the outset. This approach guaranteed they could provide their customers with the best service possible in the shortest amount of time, with minimal disruption.

We generally solve problems for companies with unstable IT systems that exhibit the usual problems associated with organic growth; the situation for Cummins Solicitors was different. There are extra considerations when setting up new systems and processes for a new business and quick response times and support were necessary to give Mike real peace of mind and allow him to concentrate on other business critical decisions.

Our account manager on the project, Robert Holmes, went to great lengths, working around the clock to get Cummins Solicitors up and running in the shortest time possible. Mike was concerned at the thought of setting up a new business from scratch, but due to the expertise and tenacity of our team, we streamlined the entire process. One of Mike's major concerns was the control of their third party providers, but our team managed these relationships effectively to ensure all went smoothly and Mike could relax a little.

Choosing our 'Support Plus' package has allowed Cummins Solicitors to receive the speed of response to important issues that was a critical factor for Mike and his team when choosing a provider and our package ensures that Cummins have the IT infrastructure, systems and support crucial to their growth ambitions.

The simple fact that Mike had the confidence to recruit us to setup his new venture is testament to our high levels of customer service and highlights the level of trust we inspire in our customers.

“Selecting the ‘Support Plus’ package was easy. Quiss provide essential business support and total peace of mind, which comes from working with a provider you have complete trust in. Their professionalism, expertise and accessibility is second to none; without Quiss, and Robert in particular, we would have had delayed set up times and as a consequence lost valuable working hours.” *Mike Cummins, Director, Cummins Solicitors.*



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