

Eliminating downtime with efficient, professionally delivered IT services

“Quiss was given glowing references and after collating our own client testimonials we chose to appoint them based on their great reputation for being a wholly professional organisation...” Hayley Davies, Chief Executive Officer at JCP Solicitors

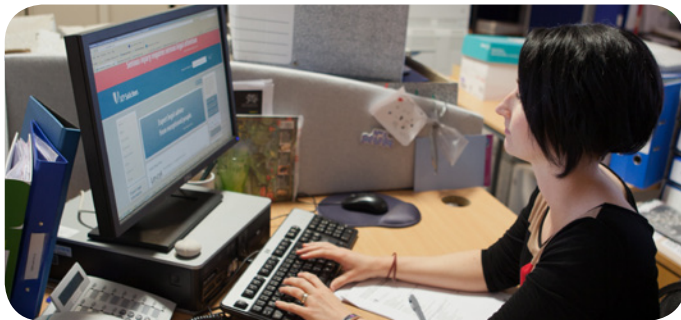
Client

JCP Solicitors

Profile

Based in the Enterprise Park in Swansea, JCP Solicitors is one of the largest independent law firms in Wales with 17 Partners and a further 79 employees. Clients include businesses and private clients all over England and Wales, including major high street lending institutions, public sector organisations and private companies.

The firm is committed to delivering the highest possible level of client service and is ranked with the Legal 500 in the top tiers in Wales for many service areas.



Issue

JCP Solicitors was reviewing its in-house IT resources due to issues with response times, availability and how better time management could lead to increased staff productivity. The decision was taken to assess the viability of outsourcing the firm's IT requirements as one possible option. JCP also recognised the need for on-going development of the IT systems and infrastructure to retain a competitive advantage.

Solved

We were engaged to replace the in-house resources and plan a complete upgrade of the firm's IT infrastructure which would assist significantly in improving the service JCP offered its clients.

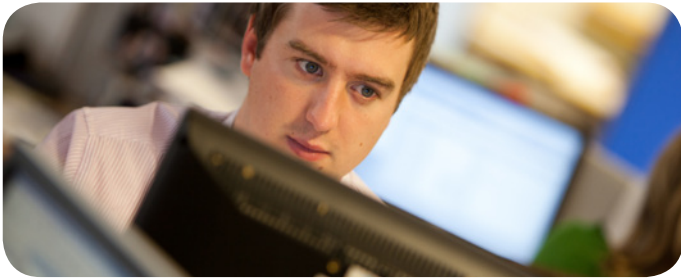


Following an initial IT audit which highlighted areas of concern, our team of technical specialists refreshed JCP's entire system in just 48 hours. The new hardware installed by Quiss provided the client with the technology to proactively respond to any server or functionality issue in real time. It was crucial for JCP, through better use of technology, to provide its clients with the most efficient and effective service possible and this has now become a reality with us providing support to the practice 24 hours a day, 365 days a year.

As part of the 'Works' managed service solution, JCP is provided with a range of services, including unlimited access to our Tamworth based helpdesk, specialist training on both their practice management software and all the standard Microsoft desktop applications, unlimited consultancy and project management and a fully documented and tested Disaster Recovery plan, an essential element for any business.

Although the decision to outsource the entire IT function was not one taken lightly, the benefits in terms of significantly reduced management time relating to managing and driving the IT function and the buy-in to the concept from all of the staff at JCP, have made the transition easy for everyone.





“Quiss was given glowing references and after collating our own client testimonials we chose to appoint them based on their great reputation for being a wholly professional organisation. Our decision was never purely based on cost; we considered the quality of service we could expect and how much we could increase staff morale and productivity as a result of outsourcing our IT requirements.

I would like to take the opportunity to personally thank the Quiss team for their experience, professionalism and support. The responses I have received from staff have been overwhelmingly positive, which is fantastic. The ‘can do’ approach of the Quiss team has made the project much less stressful than it could otherwise have been, especially for me. I look forward to a long working relationship with Quiss.”

Hayley Davies, Chief Executive Officer at JCP Solicitors



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