

Outstanding customer service and technical support

Why Business Computer Solutions chose Blue Solutions to develop their cloud back-up services

Client profile

Business Computer Solutions (www.businesscomputersolutions.co.uk) are an I.T. service delivery and managed service provider. They have been providing first class I.T. support to businesses in Kent since they were formed in 1996.

They have a range of small and medium sized clients including schools, solicitors, bakers and estate agents. The company are focused on resolving issues that threaten to disrupt efficiency and the productivity of their clients' businesses.

The challenge

The BCS Team are focused on delivering technical excellence for customers. Having the right tools to deliver a high level of service can provide a challenge, when trying to manage costs and a growing infrastructure.

BCS made contact with Blue Solutions when the company was looking for a stable off-site back-up product, offering high levels of security and the scalability to grow with a business.

The Blue Solutions team worked with Dean Osborne (I.T. Manager) to discuss and review the company's requirements and were able to recommend the DataFortress solution. This cloud backup and recovery service was made exclusively for the Channel and is a leading choice for MSPs/I.T. service providers, who want to deliver a secure and reliable service to their clients.

Finding solutions that work with your company's processes are important for any business. No business wants to use tools that make it difficult to run reports or have regular process updates. With DataFortress reporting tools, BCS are able to run reports which are customisable. All reports can be viewed with user access rights, using a web browser.



At a glance

Business Computer Solutions (BCS) were looking for a stable off-site back-up product, offering high levels of security and the flexibility to grow with a business. BCS wanted to avoid the additional costs associated with buying and managing hardware.

The Solution – The cloud backup and recovery service made exclusively for the Channel and is a leading choice for MSPs, who want to deliver a secure and reliable service to their clients.

The results – Dean Osborne, I.T. Manager at BCS says "The Blue Solutions team are knowledgeable and their expertise played a large part in helping us. They really took the time to help us find the best solutions for our business."

Relevant to:

- ✓ MSPs looking for a secure and reliable back-up solution that facilitates recurring revenue.
- ✓ I.T. Resellers looking for a solution that can grow with their business.
- ✓ I.T. Consultants who want to offer affordable and flexible monthly plans and billing based on consumption.

Solutions delivered:

- ✓ An offsite solution providing storage and high levels of security and removing the need to cover the cost of hardware.
- ✓ A solution that helps you to adapt and manage processes.
- ✓ Secure mirrored UK Data centres that guarantee the security of the end user's data.

The solution

Although high levels of security was a major consideration for the company, the cost of maintaining hardware also formed a major part of their purchasing decision. DataFortress provides offsite storage for maximum security, meaning Business Computer Solutions did not have to consider the cost of hardware.

The results

The additional support provided by the Blue Support team, made the transition to DataFortress straight forward.

Dean found that the "Blue Solutions team delivered excellent customer service and were always on hand every step of the way. There is always plenty of sales resource and technical help available".

Having a team of sales and product specialists with experience in cloud backup helped BCS make the transition to DataFortress.

The key benefits

With this cloud solution, Blue Solutions has helped BCS to:

- ✓ Build a business that can accommodate a range of client networks.
- ✓ Increase ingoing revenue with affordable, flexible monthly plans.
- ✓ Keep clients' data secure at mirrored UK Data Centres.

See how Blue Solutions have helped other MSPs and partners in the IT channel - Read our other case studies at www.bluesolutions.co.uk/case-studies

Learn how Blue Solutions can grow your business

To speak to Blue Solutions Team about how we can support and grow your business, contact us on 0118 9898 222.

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