

## KAYLENE RANDALL

Director of FSM

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*Food Service Machinery*



FSM have been partnering with ITConnexion for over 5 years now, and even though I am approached by other IT service providers, I haven't found anything yet that has been better than what ITConnexion can offer. ITConnexion have a thorough understanding of the complexity of our business and they continue to improve and grow with us.

Recently FSM were faced with a situation where we had aging servers and the possibility of outlaying a large amount of operational expenditure on purchasing new equipment. ITConnexion recommended moving our business to the cloud. This in my opinion surprised me as they are taking service dollars away from their own company. I knew then, that they had FSM's best interest at heart.

I was impressed that they were promoting a more safety valued option (i.e. moving to the Cloud) instead of our onsite servers which can crash,

break down and not back up properly potentially can expose our company to loss of information and operational downtime. I realise that the cloud, is the way of the future, but I'm thankful that they are positive with this movement and they are the ones that recommended we go this way.

The team at ITConnexion are always on the ball and they are very clever as well. If there are any issues we get answers straight away and they are quickly sorted out. It's not a heartache, it's always easy and pleasant. Even though there might be a bad situation, there is always a pleasant outcome. I have no hesitations in recommending ITConnexion, their customer service is excellent and I think they are brilliant.