

**LEEANN
CAIRNDUFF**
Practice Manager

Fitwise



Prior to ITConnexion we used an IT technician who worked on his own, however he wasn't sufficiently covering our IT needs. One of the problems was that we had to wait for up to 3-4 days before he could get back to us, meaning we could be without computers for a couple of days, if we had a major problem.

We anticipated a greater requirement for IT support with the opening of a second practice and in addition wanting to upgrade our whole IT system. So we invited 3 IT service providers to come out and meet with us. We decided to partner with ITConnexion because they not only answered the questions that we had, but they were also able to give us some more ideas on what might work better for us.

ITConnexion recommended moving to the cloud which is something we had considered but knew little about. However, ITConnexion were able to answer all our questions on the spot, and we had a quote back within two days. A key selling point was that we were given a list of people that were accountable for different aspects of the business and a thorough timeline of how and when the new hardware and systems would roll out, which I really liked. The whole proposal and presentation was great, we were won over.

ITConnexion definitely exceeded our expectations because they did everything they said they were going to do and more. We have now been partnering with ITConnexion since 2014, and one of the biggest benefits with ITConnexion is that they know our business inside out. Every now and again a new ITConnexion person comes on board, but we find that they get up to speed pretty quickly.

I am definitely less stressed and worried in the day to day running of our IT systems. I have more time to run the business instead of crawling under desks trying to fix IT problems. Another big time saver is that ITConnexion are happy to chat with our other software providers and sort things through for us, like our telco partner and management software company. It's those added extras that has helped our productivity because otherwise it would be us making the phone calls to the vendors and spending hours trying to sort out issues we don't fully understand and therefore not getting the right answers.

Another great customer service aspect is whenever I have a general query, the General Manager, Basil is brilliant to deal with, and nothing is too much effort. We get honest answers and on the spot service when needed.

We have found that the overall customer service is excellent. The technicians who come on site are outstanding and always with big smiles. The guys on the phone are great as well. We would be absolutely happy to recommend ITConnexion to other businesses.