

## JOHN DALY

Executive Director

*Jesuit Social Services*



Jesuit Social Services have been working with ITConnexion for almost ten years now. We recently went out to tender for our IT support, not because we were unhappy with ITConnexion, it was purely Best Practice Procedure.

We outsourced the tender process to Dog and Bone, a telecommunications consulting company who looked closely at other candidate options. The entire end to end process took approximately eight months. We are happy to report after reviewing and careful deliberation of four other IT support companies we are retaining ITConnexion as IT supplier and consultant.

During our ten year association, we have found ITConnexion a very professional and reliable team . We have always enjoyed our relationship with ITConnexion, not only are they very responsive, but their individual support to our staff members is outstanding.

Recently, the results of a customer satisfaction survey cemented our relationship further, with 98% of staff agreeing that ITConnexion are: responsive; polite and courteous; knowledgeable and satisfied.

ITConnexion not only have an excellent understanding of our organisation but are very easy to work with on a daily basis.

Thanks to ITConnexion we can focus more on our organisation and less on IT support.

*Below are a few sample comments from our staff on ITConnexion:*

Good customer service, very quick to get the respond and fix.

NO PROBLEMS AT ALL WITH THE COMPANY WHO ALWAYS DELIVER QUICK AND SATISFYING RESULTS

We all loooove Gregory. He supports our team and we are in awe of his IT skills. Gregory is always smiling and polite and we feel well supported by him.

WE value both the help desk and the opportunity to ask questions to the on site engineer. He is in regularly enough to ask a quick question to if need be.

The service engineer on site is the best, very helpful and available for help at any instance and sorts all the queries effectively.

Gregory is very helpful and knowledgeable. he always make the time to listen and to help, doesn't matter if the problem is big or small!

Gregory is so lovely. Even when he isn't coming to the office for a particular staff request (ie might be coming to work on the server), he always walks past and makes sure we're going ok.