

ENHANCED

Technology For Better Business Performance

TOWNGATE PERSONNEL



Client: Towngate Personnel

Sector: Professional Services

FULLY MANAGED IT SERVICE.

Towngate Personnel is a major independent consultancy dedicated to recruitment for the hospitality industry throughout the UK and the Channel Islands. Established in 1988 they have developed a reputation for delivering a high quality, personable, results-based service built on the foundations of developing and nurturing long term relationships with clients and candidates alike.

THE CHALLENGE

With all staff reliant on computer systems to carry out their roles, Towngate Personnel acknowledged that they needed to start thinking more about their IT services if they wanted to continue expanding effectively. Having used other IT providers in the past, Enhanced were approached to tender for their new IT contract, to understand what stands them apart from other providers and how they could help.

THE SOLUTION

Following a number of discussions and a review of their existing systems and processes, Enhanced recommended a fully managed IT service. The partnership gives Towngate Personnel's senior management team the peace of mind that should they experience any IT issues, large or small, they would have an experienced and knowledgeable team on hand to fix the situation. Enhanced ensure that their IT systems are always up-to-date and working as they should. Key to this relationship is the ongoing advice and guidance from the team in terms of planning for the future and ensuring systems are secure, effective and easy to use.

THE RESULTS

Towngate Personnel has reported a much more seamless process to their IT. Any new staff members joining are promptly added to the IT infrastructure and any issues are dealt with, by Enhanced, in a time efficient manner.

THE BENEFITS

- Service frees up the Towngate team to focus on growing the core business
- Predictive costs allow Towngate Personnel to plan effectively
- Service is flexible to grow with the business
- Proactive IT support
- Quick responses to get the staff back up and running within SLAs
- Systems monitored and managed to stave off issues before they become apparent
- Reliable, modern IT system and infrastructure
- Regular contact with a dedicated account manager who provides advice and guidance in plain English
- Access to wide range of knowledgeable and experienced specialists

"Having used other IT software providers in the past, Enhanced has delivered on all their promises and we feel that we have a great ongoing relationship with them and continue to receive excellent service and advice."

Angela Booth
Accountant, Towngate Personnel