Case study.

ASL
Automated Systems Group Ltd

Automated Systems Group Ltd (ASL), based just outside Cambridge, is one of the largest independent reprographic and print solutions suppliers in the UK, with over 5,000 customers throughout southern England. Boldfield manage all aspects of ASL's IT including: servers, software systems, computers, email and internet, as well as Blackberries for 20 sales staff and another 30 HTC PDAs for engineers.

Terry Henderson is Group Services Director at ASL: "Our previous IT support was very expensive and was providing a much more complex service than we needed at the time; I didn't feel they werelistening to our needs. I knew they weren't the right people to support us in the long-term. Boldfield are local to us, and I'd heard of their good reputation, so decided to give them a go. That was four years ago now and it was a great decision.

Boldfield offer us tremendous value for money and at the same time the skills of their people are first rate, resolving technical issues quickly. When they first came on board, an audit of our current hardware was performed and they switched everything across seamlessly, including linking into our bespoke software. I can't really remember, so it must have been very straight-forward! We've expanded rapidly in recent years and we've now got over 50 sales people and engineers on the road, and with many customers to keep track of, our IT is central to our success.

Recently one of the servers dropped off the network and we just couldn't operate – everything had stopped. But one of Boldfield's team was on-site literally within 5 minutes and 3 minutes later all was fixed and our systems were up and running. I was impressed by the speed with which this was dealt with and where else would you experience an 8 minute turnaround from a service provider? I've had numerous other IT firms looking for the opportunity to quote, but they just can't beat the quality and value for money that Boldfield offer."

Terry Henderson
Group Services Director
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