



## Case study.

# Cambridge Printers

Cambridge Printers is a commercial printer based in the city of Cambridge, providing a complete printing and design service to both academic and business customers. Boldfield supplies all of Cambridge Printers' IT including ACT and SAGE support.

Nicholas Russell is the Managing Director at Cambridge Printers: "Before we started with Boldfield, we had an employee who 'knew about computers!' He used to take great pleasure in working 18 hours at a stretch – heroically – to fix a computer problem! The trouble was, I didn't want it going wrong in the first place and I knew we needed a different approach. Then I met Andy Irvine of Boldfield at an exhibition and that coincided happily with my 'heroic' member of staff retiring. I asked Andy to put forward a proposal covering their recommendations for effectively supporting my business which I wanted to grow. I was very impressed with how well his people asked intelligent questions about our business and actually listened to the answers! What they came up with solved all our problems. Frankly, now I don't so much as buy a pocket calculator without the say so of Boldfield; they absolutely mastermind everything IT for us.

Their turnaround time for fixing problems is second to none. They installed the network server that runs all our printers, so it's obviously of vital importance to us that the support they provide is reliable, that any issues get sorted and sorted fast; and they always do.

I love their remote support service which is so convenient and it gives me a chance to have a cup of coffee while I watch the mouse move around the screen, as if by magic, quickly and efficiently, getting me back up and running. As well as the server we have two networks – one for the office PCs and one for the graphic designers who work on both Mac and PC. I have total faith in Boldfield and they have enabled me to run a much more efficient ship. They support SAGE which runs our accounts and also set us up with Swiftpage which, with our ACT! database, should really help us to bring in more customers.

I wouldn't touch any other IT firm. Boldfield is full of wonderful people and they have got used to my ways. I'm older than some and the more stupid I am, the more good and patient they are. Do yourself a favour and call them."

Nicholas Russell

Managing Director

[www.cambridgeprinters.co.uk](http://www.cambridgeprinters.co.uk)



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## Smart solutions for smarter Business.

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