



“We Finally Have That Peace Of Mind”

Admin
Grid
Support
Services



Admin Grid is a book keeping company for small businesses. The firm, which has been trading for three years, deals with businesses across the south of England and describes itself as “flexible, professional and always on hand”.

“Before Ziptech, the IT people we dealt with just confused us with ‘techy’ talk all the time and I never really understood either the problems or the solutions. Ziptech, in contrast, speak plain English, which helps demystify the whole IT process, thus preventing problems in the future. They’ve been simply marvellous”

Ingrid Reed
Admin Grid

“Our previous IT support suppliers were small, low-cost companies that were always very busy and would often take far too long to sort out problems. It used to make me very nervous. Then Ziptech came along with the resources and know-how to provide a professional, expert and speedy response, meaning we finally have that peace of mind that comes with knowing our business is never going to fall foul of an IT meltdown.”

Admin Grid owner Ingrid Reed

False economy

Like any business, Admin Grid is reliant on the smooth running of its IT systems. Before signing up Ziptech it was using small traditional support companies to handle its IT issues. Incredibly, while Ziptech's fees are a little higher than these companies, Admin Grid is now actually saving money. “It's cheaper and better in the long run because any issues get fixed there and then,” points out Ingrid “it takes much less time to sort any issues, so it costs less; as well as getting things dealt with straight away instead of having to wait a couple of days for an engineer.” Ingrid points out the main areas that were hindering the business as:

- **Extended system failures**
- **Customer dissatisfaction**
- **Lost income**
- **A sense of unease throughout the entire company.**

On-demand trouble-shooting

“In the past, our systems could be down for a couple of days,” says Ingrid. “We just couldn't afford for this to happen. For example when a payroll is due it must be completed on time; we were always at risk of IT downtime and that was not acceptable to us, or our customers, given the nature of the service we provide.” With Ziptech on board, continues Ingrid, that anxiety was taken out of the equation. The company uses Ziptech's Pay-As-You-Go service (a monthly retainer option is also available) and is delighted with the arrangement. “I sometimes wonder what the previous people were doing for so long when I see how quickly Ziptech sort issues!” says Ingrid.

Rapid response unit

Ingrid has even introduced Ziptech to her customers. “We were on one of our client's sites doing some work for them and were held up because they had a technical problem; their IT people had been struggling with it for some hours. We contacted Ziptech and they had the whole thing sorted in 30 minutes. Our customer is now considering using Ziptech in the future!”

No more panic

Thanks to Ziptech, Admin Grid now has complete peace of mind and is benefiting from:

- **A more stable system with fewer glitches and practically zero downtime**
- **The small number of issues that do arise are fixed quickly**
- **Direct access to helpful and knowledgeable specialists**
- **The confidence that they can provide uninterrupted service to their customers**



Ingrid Reed, Admin Grid

FREE no obligation Traffic Light audit

Admin Grid benefited from having an audit completed before they made a decision – you could benefit too. The audit highlights any issues in a simple **Green, Amber, Red** “Traffic Light” format and provides you with a fixed price quotation for your IT services.

To find out if your business would qualify for a free no obligation audit call Jim Simpson on **0845 1233 942** or email him at jsimpson@ziptechservices.co.uk