

CONSALIA

IT & Cyber Security Audit



- » A professional and efficient transition from incumbent provider to D2NA
- » Initial long-standing IT network issues resolved
- » A strategic plan set for future growth
- » IT Support helpdesk in place providing excellent customer service with transparent pricing.

Q&A with Lynne Sedgewick, Managing Director, Clayton Recruitment

Why did you decide to switch IT Managed Services Providers?

We had been with our previous IT provider for a long time and were seeing spiralling costs yet reduced understanding of our business needs. We realised it was time to future proof our IT – we wanted an IT partner that could grow with us and offered more than transactional IT.

Can you summarize 3 points of frustration you faced?

- A lack of understanding – we've grown rapidly over the past few years and needed an IT partner who understood how to support and assist this growth.
- A lack of clarity – we needed IT support and advice that was clear and provided to us in a language we could understand.
- A lack of direction – we needed strategic and proactive IT support rather than reactive.

What were your main concerns around switching MSP?

The biggest concern was of disruption. We were worried the switch would lead to downtime for our consultants which equals loss of money for the company. We were also concerned about costs.

What made you decide to make the switch to D2NA?

We were impressed by their service delivery levels and customer service. I'm not an 'IT person' but they spoke my language.

What challenges did you experience during or after the switch and how have d2na resolved them?

There were a lot of issues with our IT network that were discovered during the transition. D2NA picked up on these issues and resolved them efficiently. They were always present and kept us up to date, meaning the whole thing went smoothly.

What is your favourite feature about D2NA?

Nice, easy and simple to deal with.

What specific changes has switching to D2NA had on your day-to-day operations?

We now have future proofed IT with a strategic plan for the future. We are already seeing improvements in our efficiency and service as a whole.

What is the single biggest reason you would recommend our offering?

I highly recommend D2NA. They have resolved a lot of IT issues we had been experiencing for years and have done so professionally and quickly. We now have an IT helpdesk that we can rely on. Their customer services and communication is outstanding which is important to us.