



Small business IT outsourcing service increases professional reputation and operational efficiency for expanding recruitment agency

With the company expanding and opening new offices, Newwave's in-house IT support could no longer match the needs of the business. In DT3 Newwave found a partner that understands small businesses and an IT outsourcing service that delivers a large business solution for a small business price.

Executive Summary



new**wave** recruitment

Customer profile

Name: Newwave Recruitment
Location: London
Size: SMB with 14+ staff
Activity: Small business specialising in industrial, local government and construction recruitment.
IT Setup: Central HQ, PC environment, multiple servers and high grade firewalls and routers

Challenges

- In-house IT support unable to match business growth and expansion
- Business dependent on multi-site computer systems

Solution

- DT3's low-cost, fixed-fee IT Manager service

Benefits

- Presents a highly professional and efficient business to clients and candidates
- Increases day-to-day efficiency and centralises control of business information
- Helps build an IT solution fit for a large business at a small business cost
- Delivers a simple, needs-driven IT plan

Challenges

Newwave Recruitment is a small business specialising in industrial, local government and construction recruitment. It differs from other agencies by providing an all-round service and supplying large numbers of contractors - up to 150 a day for one client. As well as contractors, Newwave provides on-site managers who organise the contractors and deal with any issues.

Business expansion has taken Newwave from a single office company to one with five locations - two in Scotland, one in Cumbria and two in London including the headquarters in Hammersmith, West London. But managing computer systems was still being handled as if Newwave was a single-office business. Each local office would go to the nearest computer store for equipment and support. This was difficult to control and expensive. Mike Checkley, Newwave's managing director, was concerned that as the business grew, company-wide systems such as email and the in-house payroll system needed to be managed better. An additional complexity is supporting computers for managers working at temporary, on-site locations.

Solution

Recognising the need for a more professional approach to IT, Checkley looked at several different suppliers. But, as a small business owner, he found many did not really understand his business and tried to sell solutions that were too big, too expensive and too complex. Checkley chanced upon DT3 when he saw one of the DT3 support vehicles in the street and, after the first meeting, was so impressed he signed up immediately. He says, "When DT3 came in, they took time to understand our business. Then they came up with solutions built around our business needs and what we are trying to achieve. For instance, they suggested a server which was a bit advanced at the time, but it has enabled IT to grow and support the business as it has grown."

Newwave is using DT3's IT Manager service which, for a fixed, low-cost monthly fee, combines the cost benefit of outsourcing IT with having an expert on hand to deal with any problems.

Results

Newwave's reputation among clients and candidates is built upon a professional and efficient operation. Checkley says, "Our payroll and contractor management system is the heart of the business. It's how we look after and pay our contractors and it shows clients we run a very efficient service. DT3 has stopped me worrying so much. Knowing that key business information is

absolutely secure and, if there is a problem, we can be up and running in an hour or two is priceless to my business."

Newwave often has to link up with client IT systems, especially when managers work on client sites. DT3 enables Newwave to have a fully managed and supported IT infrastructure typical of a much larger business which impresses clients, candidates and staff.

Newwave's day-to-day operations run more efficiently because DT3 has helped the business establish a business-wide network linking up the different office locations. It means staff can access and share information faster and more efficiently. Staff across the business and even on client sites need to access information like compliance and procedure forms which can be kept up-to-date and managed centrally. Previously, they would have to email documents to each other.

"DT3 is very good value for money. The service has helped Newwave improve customer service as well as save money and time," says Checkley. "DT3 is extremely important to our business. We wouldn't be able to do what we do without their support and I wouldn't like to go back to when we didn't have them."

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