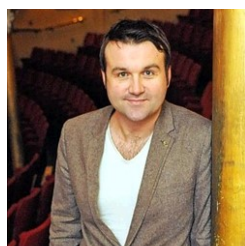


Mark Jermin Management



Tech-Wales' service from start to finish has been exemplary and on a professional, knowledgeable, yet friendly level. Nothing ever seems to be too much trouble and we are always made to feel a priority."

Mark Jermin, Director of Mark Jermin Management



Mark Jermin
Management

Mark Jermin
Management

In his industry, Mark Jermin, a professional talent agent and founder of Mark Jermin Management needs to communicate with people all over the United Kingdom. After using several IT suppliers within two years, Mark Jermin finally found a successful IT Partner with Tech-Wales Ltd.

Business Needs

The ability to make and receive phone calls over VOIP is vital for Mark Jermin Management. Document storage and the capability to send and receive work emails is also imperative, as he needs to keep on top of all his business leads. The existing infrastructure was also inadequate for the successful operation of the business.

Liz Stretton explains: "We needed a reliable IT support company that was based in the locality to satisfy our IT needs and Tech-Wales Ltd was recommended to us by a another company we were using at the time."

Solution

Tech-Wales made alterations to the existing server infrastructure, reconfiguring the network to ensure the system was working efficiently. This included improving the cabling infrastructure and instigating the handover from the previous support provider. Tech-Wales also took over the management and support of their VOIP Telephone System and Microsoft Small Business Server.

Tech-Wales also assisted in facilitating the IT move to their new premises within Swansea Metropolitan University. Tech-Wales provided targets in terms of timescales to ensure the swift transfer of their services to the new premises.

"Tech-Wales took the hassle out of the move, by communicating with the technicians at the campus on our behalf, whereas this would have been difficult for us with the technical language barrier. They even came out in the snow to ensure our move was a success!"

Liz Stretton, Office Manager of Mark Jermin Management

Organization size

SME

Organization profile

Mark Jermin Management is a talent agency based in both West London and South Wales specializing in up and coming talent. Mark Jermin Management represent both children and adult actors in high profile film, TV and theatre as well as radio, commercials and voice work, mainly in the UK and also internationally.

Vertical industries

Entertainment Industry

Services Provided

Office hardware migration
Support

Benefits

A more manageable cabling infrastructure

The previous problems with data loss were resolved due to the improvement in the cabling infrastructure, ensuring all PCs and peripherals remained connected to the network at all times, with no 'downtime'.

Peace of mind with server monitoring and support

Proactive incident management means Tech-Wales identifies any potential issues before they occur and disrupt the business.

The IT systems now run successfully, restoring Mark's faith in IT companies that he didn't have before.

Liz Stretton states, "Tech-Wales provide a highly efficient, reliable service with a personal touch. Having a main point of contact is invaluable to us, as in the past dealing with companies has deemed problematic; being passed on so many times within a company but with no resolution of our issues."



"We will happily recommend Tech-Wales to other businesses. Long may they continue to set standards for others to follow."

Liz Stretton, Office Manager of Mark Jermin Management



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