FAO:
David Leno – Elmdale IT
Steve Smith – Elmdale IT
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23rd March 2022

Transition of IT Support to Elmdale IT Services Ltd and Migration to Microsoft 365 including MS SharePoint

To Whom This May Concern,

For any business considering Elmdale IT to become their IT support contractor, whether you are a new business or established and considering a transition from another contractor, this letter is to express my decision why I would highly recommend Elmdale IT Services Ltd.

Background

Space Interior Systems Ltd had a need to change from an office based server to a cloud based server. At the time our current IT support contractor was pricing this work at a ridiculous rate, along with siting a collection of issues and additional works by other service providers. And the schedule to complete the work extend over half a calendar year.

The business operates on various government sites as well as high profile buildings in London, so the sensitivity of the data held by the company needs to secure and approved by our client IT Managers.

The Transition

After meeting with a number of IT support businesses that had the credentials required and review of their tenders and schedules, we selected Elmdale IT Services Ltd and why would highly recommend them to any business considering them;

Value for Money – Elmdale IT services were and still are the best value for the service and support they provided during the transition process and the ongoing support they give us.

The Support – The team Elmdale IT has is some the best and most knowledgeable I have come across. Every issue is raised is addressed in a timely and professional manner and very rarely has it led to a delay in working being progressed.

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Collaboration – Elmdale IT made us feel part of the process in planning the transition and continue to this day keep us actively involved in how our system is managed and performing. Businesses these days rely on their IT performing to its best ability.

Trust - Our trust in this team has lead to us progressing some of their team to obtain security clearance to better support us but also enable them to offer the best service to us, both on site and give our clients the confidence in knowing our system is secure, not only at server status but also the team supporting us are cleared to do so.

Knowledge – The team are not only SMEs on what they currently provide but they keep up to date on trend changes and inform you how this could impact you, both negatively and positively. And if there is a resolution required, they enable you involved to make best decision to resolve.

Closing Statement

"Elmdale IT Services Ltd are in my opinion the best IT Support solution to any business considering them as their contractor to provide this service, which in this current working environment is an essential business requirement.
There are lots of companies that offer this service and promise a levels of support, but at its standard support level, Elmdale IT operate at a level most consider premium and charge extra for."

Operations Manager
Space Interior Systems Ltd

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