

Client:

Steeple Court PLC is one of Norfolk's most dynamic and innovative land and property development companies. From their offices in St Mary's House in the centre of Norwich the company has been developing and investing in retail, industrial, residential and office properties for over 25 years. Steeple Court's approach to development is founded on reducing its impact on the environment. They remediate highly contaminated sites polluted by a variety of previous uses, for example petroleum based contaminants, heavy metals and asbestos. These previously redundant Brownfield sites have been brought back into sustainable use, often including a mix of residential, retail and leisure. The company has a culture of team work and enthusiasm enveloped in a framework of experience and expertise. Over the years they have built up and maintained loyal business relationships with companies, professionals and individuals alike involved in the whole spectrum of property development across the U.K.



<http://www.steeplecourt.co.uk>

Tel: 01603 230 509

Challenge:

By early 2007 Steeple Court had become dissatisfied with their current IT support provider. On the recommendation of a trusted business colleague they contacted ITELICA. As often is the case we found that, although unhappy with their existing level of service, Steeple Court were understandably nervous about switching to a new provider. Marion Bokkelkamp, a director of the company, takes up the story:

Testimonial:

"We had been dissatisfied with our previous IT support provider for a while. When comparing the costs we were paying for things like email and internet access with other businesses it became clear we were paying too much. Getting a new IT support provider in was daunting though. Fortunately a company we dealt with on a regular basis, Pearson Commercial, were already using ITELICA for their IT support and recommended we contact them. ITELICA provided us with a free consultancy session. During this they advised us how we could be billed directly by the ISP for internet services instead of through our current IT support provider. This saved us over £300 each year straight away. Afterwards we began using ITELICA for general support work. We started on a pay-as-you-use basis which allowed us to work together without a fixed contract. Once we were happy with their reliability and standard of work we began purchasing blocks of support time which meant we had support hours available to use at any time for a lower cost than their standard pay-as-you-use rate. We have now been using ITELICA for over 2 years and are very happy we switched. We would have no hesitation recommending them to any other businesses. In fact, we already do this!"

Marion Bokkelkamp - Director

Steeple Court PLC