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HR AND SAFETY CONSULTANTS RELY ON BLUELINE COMPUTING

Overview

With a turnover of over £1 million, Rugby based AHR Consultants has been relying on the IT support services of Blueline Computing since a management buyout in 2017. Like many companies, the unfailing operation of its IT systems is business critical; AHR simply can't afford to have its IT systems crash.



"If any of our IT systems are down," explains Simon Howes, managing director at AHR, "it can prevent us from being able to run the services we guarantee to our clients."

He continues, "We have services such as our advice line which, although the phone system itself is not with Blueline, we have online IT systems that log all our calls. If anything goes wrong with the logging of a call, it can mean that all the data our team are entering regarding client conversations on technical issues could be lost. That's something we can't contemplate."

"We have to be safe in the knowledge that the systems we operate are secure and always functioning. If there is an issue we need to have the peace of mind that Blueline will resolve it quickly and minimise any disruption to our business."

"What's great about Andy is his willingness to go 'above and beyond'...that extra level of commitment to make sure all aspects of our business IT systems are covered is invaluable and something we very much appreciate"

Simon Howes - Managing Director, AHR Consultants

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Belt and braces back up

"The system backs up every night; there are three USB backup drives which we rotate to ensure we always have an up-to-date backup available should anything untoward occur. In addition, Blueline monitors the backup operations so if there are any issues appropriate action can be taken promptly."

"Andy Marmoy, Blueline Computing's managing director, is not only very friendly and reliable, but he also has the ability to explain technical issues in a way that doesn't make you feel like a complete IT novice."

"Another key strength of Andy's is his motivation to always be looking for ways to improve our IT systems. He doesn't just sit back and wait for us to ask; if he sees something we can improve on he always suggests solutions that will strengthen the performance of our IT."

A complete IT system for AHR Consultants

When the management buyout of AHR was completed in July 2017, the company appointed Blueline Computing to specify, procure, install and set up its entire IT system. This included 10 desktop computers, all the wiring, wi-fi routers and a dedicated server.

Since then, the company has doubled in size and handles the HR, employment law, training and safety services across a broad range of industries from manufacturing and engineering to accountants, retail and the care industry.

Above and beyond

"What's great about Andy is his willingness to go 'above and beyond' on the odd occasions it is necessary. Yes, his service is based on a '9 to 5' day, but I know he has spent ages on the phone after-hours to solve issues for one particular team member based in Brazil who is, of course, on a completely different time zone.

"That extra level of commitment to make sure all aspects of our business IT systems are covered is invaluable and something we very much appreciate," concludes Howes.



"Andy Marmoy, Blueline Computing's managing director, is not only very friendly and reliable, but he also has the ability to explain technical issues in a way that doesn't make you feel like a complete IT novice."

**Simon Howes – Managing Director,
AHR Consultants**



Want to know more?

If you would like to discuss how Blueline Computing can improve your IT systems, please contact Andy Marmoy at Blueline Computing on

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