



Balanced Solutions Ltd
The I.T. Centre
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Hi Keith

Following recent events, I feel a thank you is in order for the way you conducted yourselves during what was potentially a major situation for our business.

During the last 10 years you have supported our computer system and have always provided us with an excellent level of service. This was highlighted yet again during our break in a few weeks ago.

Based upon the fact that 4 machines were stolen, we were in a situation where I could have had 4 members of staff sat around unable to work. More importantly there was a risk that data was lost due to it being stored on the local machines.

However, your response was first class. Within 24 hours you had 4 brand new Dell machines here with monitors and within 36 hours they were all back up and running and thankfully, no data was lost as you have configured our system in such a way, that all data is stored centrally on our server.

I appreciate you probably had to pull lots of strings to make this happen and I must say, both myself and Tim were absolutely delighted with the response you provided us with in our time of need.

Whenever we require additional hardware or software added to our system, you always provide fair, independent recommendations and never seem to just suggest unnecessary upgrades which from our perspective, is very reassuring as neither of us are particularly technical.

The ongoing housekeeping that is performed on our system on a monthly basis is also a great service you offer as it means we do not have to worry about reliability. It also means you can foresee problems before they even materialise, very refreshing.

In relation to your engineers, they are all extremely helpful, knowledgeable and informative. Their understanding of our business requirements is also very good which goes a long way to making us feel relaxed when we have computer issues.

What's more, although they are extremely technical, they are human beings and not just technical geeks. This is very important as it allows us to communicate with them.

In closing I would be delighted to act as a reference site for Balanced Solutions.

Very best regards

Barry Pearce
Director