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Keith Wilson
Balanced Solutions
The I.T. Centre
20 Juniper Road
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Dear Keith

Following a recent visit by Steve, I feel it is appropriate for me to show my appreciation for the level of service you offer us and have done so now for nearly 10 years.

The relationship between our companies originally started based upon a Sage requirement we had which your Father helped sort out. At that stage, we had an IT system that consisted of only 2 pc's, both of which worked totally independently.

To date, we now have a very robust IT infrastructure consisting of over 15 Dell computers on a network, a Dell server and several remote users that connect directly to our system through broadband and VPN technology. You have assisted us with many projects including the initial setup of our Sage system through to the successful implementation of our current server based network.

You now provide us with a regular preventative maintenance program that means our system is monitored more pro-actively than ever before and more importantly, potential problems are diagnosed even before they happen. This provides us with total piece of mind and more importantly allows us to concentrate on our core business.

The progression to our current state has been managed solely by you and the transition through each phase has been seamless.

I must also add that I particularly like your personal approach as you always talk to us as if we are more than just one of your many customers.

On the other side of the coin and being totally honest with you, over the past few years we have considered employing our own IT Manager so that we had somebody here onsite all the time. However after serious thought and deliberation, we clearly identified it was much more appropriate, both from a financial & commercial perspective, for us to outsource our IT and I am pleased to say you have justified our decision to do so.

It is with the above in mind that I would have no hesitation in recommending Balanced Solutions to any company requiring value for money Sage support & complimentary technical I.T. services.

Kind regards

John Gosling
Director