

ALCHEMY

A close working relationship built upon trust



"We trust Wizard implicitly with our IT needs. In the last 12 years they have never let us down, which is a rare commodity today. Wizard has been instrumental in our IT development providing the right balance of technical know how with pragmatic advice that allows Alchemy to take advantage of the latest technology available."

John Rowland, Finance Director of Alchemy

Service Features:

- Fully outsourced IT & network support
- Independent advice
- Technology led, not product biased
- Strategic board level advice
- Transparent costs

Service Differentiators:

- Exceptional level of service
- Broad range of IT skills and understanding
- Act as part of the team
- Fast response to queries
- Relationships built to last
- Trusted IT partner

Overview

In 1997 Wizard helped Alchemy Partners, a start up Private Equity firm, set up their first network. Twelve years on and the relationship between the two companies has never been stronger yet they have never signed a contract. Unlike many other service companies, as a testimony to Wizard's customer satisfaction record and confidence in its own service, it does not tie its customers into contracts.

Today, Alchemy has over thirty users. The company relies heavily on technology to operate efficiently and its IT systems are critical to the business' success. Wizard ensures that Alchemy's systems are running 24/7 with minimal scheduled downtime.

Outsourcing – a strategic decision

Alchemy made the strategic decision very early on to outsource the company's IT requirements. The partners realised that it would be a hard task to keep abreast of new products and solutions that may benefit the organisation. In addition, Alchemy knew that as the company grew its IT requirements would vary from high-end management consultancy to basic network administration and wanted to find a partner that would be able to provide both long term.

Wizard was recommended to Alchemy by another of its clients. After meeting Wizard, Alchemy felt that it was a company whose advice and judgement could be trusted because of its technology independence. In particular, Wizard takes a very hands on approach with clients and it was that kind of personal attention and high level of service that Alchemy was looking for.

More than just a partner

Alchemy views Wizard as an extension of the company, an in-house IT department without the hassle of holiday cover, staff replacement or the worry of having just one person holding all the knowledge to the company's IT systems. Alchemy knows that Wizard has their best interests at heart. Although Alchemy has been called by many other IT companies with a view to changing to their service, it will not consider anyone else.

From initially setting-up Alchemy's first network, Wizard is now involved in all aspects of the business, whether it is the latest BlackBerry or 3G card to more complex hardware and networking issues. Alchemy relies on Wizard to act as part of the management team and is completely honest and open about what it wants to achieve to help Wizard make the right decisions.

One of Wizard's services that Alchemy find particularly useful is the tracking and managing of all of Alchemy's system licences, ensuring that the company has the correct paperwork for the number of users. An area often overlooked in growing organisations, incomplete records can result in time consuming audits. Alchemy has a close relationship with Wizard and any queries are always dealt with immediately. Wizard makes sure that it is always on top of technical issues and recommends changes and upgrades before Alchemy has to ask, ensuring that systems remain up to date.

Besides being extremely responsive, every piece of work that Wizard undertakes, whether it is a phone call or a support issue is documented with a full audit trail. This provides complete transparency between the two companies and when invoices are raised Alchemy can see exactly how every cost has been incurred.

Recent projects

Sustained growth within Alchemy has meant that the company needed to move offices. The move was also a chance for Alchemy to upgrade its IT infrastructure and to add other technologies into the business, including voice recording and TVs in the new Special Opportunities trading area. Wizard was instrumental in guiding and advising Alchemy, attending internal meetings and liaising with telecom providers to ensure a smooth transition and inter operability between equipment in the new hi-tech offices.

The strong and trusting relationship that Alchemy has built with Wizard enables it to focus on the growth of its business, confident that their networks and infrastructure will run efficiently, securely and without interruption.