



SOVEREIGN CAPITAL

Fast response for a time critical business

WIZARD

Your trusted IT support team



“With Wizard we have a business partner that we can rely on to provide a high level of service and expert IT advice that will help us work more efficiently. It doesn't matter what time of day it is, I know that I can always speak to someone at Wizard and expect any issue to be resolved. We wouldn't let anyone else touch our IT systems and I'd highly recommend them to anyone without hesitation.”

Service Features:

- Fully outsourced IT
- Blackberry integration specialist
- 24/7 availability
- Integral part of the team

Service Differentiators:

- Fast response
- Consultants are always available to talk
- Understanding of client's business
- Work closely to deliver exact requirements
- Keep calm under pressure
- Outsourced with Wizard since 2001

Overview

Sovereign Capital is a private equity firm that invests in unquoted UK businesses. Operating in a variety of SVS based sectors including health care, education and training, business support services, Sovereign provides that injection of private equity that enables companies to grow successfully.

Sovereign has relied upon Wizard to ensure that the company's IT and communications network runs smoothly since 2001. From an initial point of upgrading and installing Sovereign's first network, Wizard now provides a fully outsourced service, managing the infrastructure either onsite or by remote access. Sovereign does not have an IT manager of its own and rely on Wizard's understanding of the private equity firm's business in order to recommend and deliver the IT systems the company's requires.

Blackberry specialist

To be successful, a degree of integration into Sovereign's business is required, an example of this can be seen in the way Wizard manages Sovereign's Blackberry service. In an organisation where finalising a deal and making sure that the companies they are investing in are running smoothly, communication is paramount and Blackberry is a critical device in Sovereign's communication strategy. Wizard has the sole responsibility of maintaining and ensuring that the Blackberry server remains running twenty-four seven. This includes liaising with other third parties such as mobile network operators to provide the best-fit system to Sovereign.

Trust is a vital element in the two companies working relationship. From producing a high standard of work, to its dedication to ensuring an issue is fixed quickly, the private equity firm find Wizard reliable and more than competent to deal with the demands of Sovereign's thirty-five plus users. Sovereign believes that they obtain a better service from Wizard because the IT outsource company is highly experienced in the private equity industry, demonstrated by its membership to the BVCA. This greater understanding of the business as a whole enables Wizard to be more adaptable when fulfilling their requirements.

Calm and quick – even under pressure

Wizard has an excellent relationship with many of the people that work for Sovereign. Specialising in the private equity industry means that Wizard understands Sovereign's employees need to keep up with an industry that moves at a frenetic pace and their frustration if something goes wrong. When a problem with a telecommunications line meant that Sovereign suffered an issue with internet service delivery, Wizard reacted quickly.

Wizard immediately sourced another supplier that not only resolved the problem, but was able to provide a higher level of service and resilience too. Sovereign agreed to the change and Wizard organised and managed the upgrade, helping restore uninterrupted connection to the internet.

When something goes wrong a fast response is vital. Sovereign knows that whatever time of day, someone at Wizard is on hand to deal with urgent queries. No holding on a line waiting for the next operative to be available, no leaving messages and waiting frustrated for someone to call back. Sovereign get an instant response by someone that knows and understand their systems, comprehends the urgency of the situation and how critical a fast response is to Sovereign's business.

Recent projects

- Upgraded internet to 50MB leased line - To take advantage of the emerging high speed world Wizard upgraded Sovereign's internet connectivity to a 50MB leased line.

