

Noyce Livett Insurance

Rapid expansion from a £400k p/a to a £1m p/a turnover company prompted Noyce Livett to move to larger premises, which in turn created a series of IT requirements. They needed to expand their IT infrastructure, including external and internal communication systems and, as with other professional insurance companies, the specialised software system used to operate the business. The Mysys system they used, while ideally suited to their software needs, fell some way short in terms of support for their hardware.

The problem then was how to integrate the Mysys software with their communication and hardware requirements. After numerous contacts with inadequate IT support companies unwilling, or unable, to work with specialist software suppliers, Conquest Wildman were recommended.

Conquest Wildman, with their experience in working with third party suppliers were an ideal choice to handle the hardware and software integration, whilst working with Mysys software support when areas overlapped. This proved to be a much more cost effective and productive arrangement than allowing Mysys to handle the project alone. As a specialist software supplier, they were not in a position to suggest important solutions to email, anti-virus and other essential services required for a modern business IT system.

The Solution

Noyce Livett soon spotted the technical ability of Conquest Wildman and the two teams discussed how they could integrate their system. Keeping cost low and technical quality high were crucial factors for the success of this project. *"Conquest familiarised themselves with our Mysys system and the systems merger was an absolute success"* says James Stewart, Director of Noyce Livett

Conquest Wildman were chosen to support the new system and integrated both their insurance software and their normal communication software into one coherent system providing a more regimented network, which enables Noyce Livett to offer an even higher level of service. Added benefits of the new system are a functional backup procedure that operates smoothly and covers them for any eventualities, plus a support structure than covers them quickly and efficiently in an emergency.

"To provide an IT support package is the easy part" says Rob Hammond, Technical Director of Conquest Wildman, *"The tough part is to offer continuity and knowledge for the client. We believe that it is important to become one more member of our client's team, to work with them and to provide good response time"*

Noyce Livett specialise in commercial insurance. Like many in the industry they use specialised software, so finding an IT support company able to work with third parties is crucial to future expansion.

The Advantages

With the new system in place, combined with the surety of a Conquest Wildman IT Support Package, Noyce Livett are very confident about the future. Having a strong IT infrastructure means that they can consider themselves to be one of the leaders in the insurance market. Noyce Livett are now able to do what they are best at, getting the best quotes available for their clients, without having to worry about IT problems and high support costs.

"Our experience and willingness to work with third parties has proved that you don't have to rely on a single supplier for all your support requirements, and that it can actually be cost effective to use a friendly, local company to handle the day to day IT needs of your business" says Rob Hammond, Technical Director Conquest Wildman.

Noyce Livett found that removing the high cost of hardware support from their specialist software supplier proved to be a real boost in growing their IT infrastructure, vital to the future success of the business. Conquest Wildman's specialist experience, willingness to work with third parties and comprehensive, bespoke IT Support Packages make them a unique partner to any specialist business.