



Wavex accountability attracts Elman Wall

Chartered accountancy firm relies on Wavex to ensure that they can deliver a quality service to their clients.

THE BUSINESS

Elman Wall is a dynamic practice of chartered accountants and business advisors based in the West End of London. The firm is retained by a wide variety of businesses and business individuals.

Many are entrepreneurial owner-managers. Elman Wall provides these demanding individuals with vital business advice (based on extensive experience and expertise), in addition to dealing with their accounting and compliance requirements.

THE CHALLENGE

Just as long term relationships are key to Elman Wall's business, so is long term stability in its IT systems. Prior to the arrival of Wavex, Elman Wall relied on an individual part-time IT professional to deliver the support they required. But, over time, it was clear that a more permanent solution was needed. As Jonathan Wall, Partner, puts it: "he just didn't give us any confidence."

THE CHOICE

Jonathan decided to look elsewhere for the firm's IT support, and selected Wavex. He explains why: "We are a sophisticated company in the way we use technology. But I don't need to understand how it works, any more than I need to be able to fix a television! Similarly, I don't need to know how Wavex provides me with the IT security I need, as long as they deliver."

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THE PROJECT

Wavex is now responsible for all of Elman Wall's IT systems and support. And the firm has seen considerable improvements in systems reliability and service. Eighteen people in the firm rely on Wavex to keep their systems up and running.

Jonathan goes on: "We need 100% certainty that our systems will support us in our work. We simply can't afford for them to go down. We demand this level of support. And we're getting it from Wavex."

Project Summary:

- Full Service support
- Proactive server monitoring
- Advice
- Implementation services

THE EXPERIENCE

The Wavex Platform delivers a transparent, accountable service which allows clients to review the service being delivered, and the speed of response to issues as they occur. This technology has impressed Elman Wall. But, it is the human, personal aspect of the service that also matters for them.

For Jonathan Wall, this boils down to one word: trust. "I wouldn't have chosen Wavex if I hadn't trusted them," he says. "From a business perspective, it really doesn't matter how much support costs within reason. Money shouldn't be the main factor. It's trust in your supplier."

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THE RESULTS

Elman Wall has regular peak periods where its systems are pushed to the limit. Predictably, these peaks occur around tax filing deadlines. Jonathan says that Wavex can take credit for ensuring that these peaks are no longer

a problem: "We haven't had a systems failure costing us lost time on sensitive documents since Wavex started."

He concludes: "We specialise in companies that are going somewhere,

and I don't want to worry about the impact that a failure of our systems would bring. I don't really need to know how it is done, as long as any problem is solved quickly. That's the reassurance I get from Wavex.

If you'd like to know more about our services please call us on

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