

Case study

Partner → **Majestec**
Industry → IT Support Services

IT Support firm Majestec expands offering by adding managed services



Majestec can now offer IT support, managed print, WiFi, cabling, connectivity, telephony and backup.

At a glance

Challenge

- Expand range of services offered
- Increase turnover and profits
- Support a diverse range of clients
- Respond to sales enquiries rapidly

Solution

- Work with hSo to offer new services
- Upfront commission from hSo
- Wide range of service options
- Online pricing tools

Result

- Comprehensive service offering
- New revenue streams
- Solutions tailored to each client
- Faster turnaround times on proposals

Partnership with hSo supports expansion into managed services

For over 20 years, Majestec has helped its clients make the most of IT, selling them IT Support and computer hardware.

Recently, technology trends began to place this popular business model under strain. Hardware replacement cycles were lengthening. Desktop machines were becoming more reliable. Desktop applications were being replaced with browser-based apps that require no installation or patching. Local servers were losing important workloads to the cloud.

To continue to thrive, Majestec knew it would have to adapt - supplementing its traditional offering with more specialist consultancy advice, managed services and cloud services.

Majestec added WiFi services and began to advise on cyber security and data protection, partnering with hSo to offer leased lines, broadband, telephony and cloud backup.



IT Support company based in the West Midlands

7 Technicians

15 Staff

400 Clients

4000+ end-users

Services: IT Support

Phone Systems

IT Consultancy

Data Backup

Managed Print Services

Connectivity

Hardware Sales

Cabling

Cyber Security Advice

WiFi

www.majestec ltd.co.uk

"If we had stayed a break/fix IT Support company and not added new services to our portfolio, we'd have stagnated."

—Matt Crump, Director, Majestec

Moving beyond break/fix support

One of Majestec's clients needed a faster Internet connection and asked Majestec to suggest some options.

Researching potential suppliers, Majestec came across hSo, and asked it for quotes. These were competitive and soon hSo was selected to supply the client's new leased line.

Majestec became an hSo business partner - gaining access to connectivity pricing tools, pre-sales support and training. This helped Majestec give customers better connectivity advice and generated a new revenue stream.

Over time, the partnership broadened beyond connectivity. Majestec added hSo's phone services to its offering and launched a cloud backup service, powered by hSo.

Timely rewards

Majestec gets an immediate benefit for its work advising clients on connectivity and telephony as hSo pays commission on orders up front. There is no waiting three years for the money to trickle in, one month at a time.

For cloud backup, there's a different commercial model. Majestec rents storage capacity on hSo's backup platform at wholesale rates then resells this space to customers in small pieces, billing them directly, at a price Majestec sets.

Competitive pricing

Majestec needed a partner that could consistently offer its customer good value for money.

"All our customers are price-conscious," said Crump, but this wasn't a problem as "hSo is very competitive on price."

"It's critical for us to have solutions partners like hSo working with us that we can rely on"

— Matt Crump, Director, Majestec

The right options for each client

Majestec gives its clients the facts they need to make informed decisions about IT, whilst gently guiding them.

"Sometimes, when they want to buy a Rolls Royce we will go in and say, 'Well, actually what you really need is a Mondeo,'" joked Crump.

Clients value such candour, as they get what they truly want: a solution that does what is needed, doesn't break the bank, and is future-proof.

Majestec crafts proposals tailored to each client's unique circumstances, factoring in budgetary constraints, growth expectations and business continuity requirements.

Partnering with hSo supports this, providing Majestec with access to a wide assortment of connection speeds, technologies, contract lengths and resilience options.

Dependable partner, solid support

Majestec's customers stay with it for years, primarily because of great customer service. High levels of customer satisfaction result in a stream of referrals that is a significant source of new business opportunities.

Majestec wasn't going to jeopardise its hard-won reputation by recommending just any service provider to clients.

"It's critical for us to have solutions partners like hSo working with us that we can rely on," said Matt Crump.

hSo achieves high levels of reliability using a combination of resilient network design, resilient hosting platforms, ISO 9001/27001/20000 certified processes and 24x7 service monitoring. hSo's services are also backed by Service Level Agreements.

Despite these precautions, occasional problems are inevitable. That's why hSo's 24x7 support team is vital:

"...when things go wrong... we can speak to someone who can fix it quickly... That's very important to us," said Crump.

Sales support is on hand from hSo's Channel Manager and his team. Crump says this has been critical to Majestec developing its newest backup proposition, based on Veeam software & hSo's backup storage platform.

Better positioning

By working with hSo, Majestec was able to add managed services and cloud services to its offering, at almost no cost, whilst maintaining a focus on what it does best.

Majestec has successfully differentiated itself from other IT support firms, increased cross-selling opportunities and broadened customer relationships, by partnering with hSo.

About hSo

hSo is an accredited managed service provider delivering connectivity, cloud, telephony and IT security services to UK organisations.

To learn how your organisation can become an hSo partner visit www.hso.co.uk



ISO 9001
ISO 27001
ISO 20000

