

DEXTERS RECRUITMENT

Dexters Recruitment, based in Great Yarmouth, have a combined experience of over 40 years in recruitment. Run by business partners Jill Roper and Kim Dexter, Dexters operate in the temporary and permanent recruitment space locally, nationally, and internationally. They focus on building strong relationships with both their candidates and clients, to find the best candidate for the role.



CHALLENGE

Since their inception, Dexters had outsourced their IT to a sole trader to manage. However, as time went on it became clear that Dexters business had outgrown the service they were receiving.

They were experiencing slow responses to technical issues that had been raised, which was causing unwanted downtime. This created stress for the team and valuable time wasted spent chasing to get issues fixed. As a business heavily reliant on IT, the management team at Dexters could not afford for this situation to continue.



SOLUTION

There were several changes that Bluebell IT made to improve the IT infrastructure at Dexters:

- Upgraded their Microsoft 365 subscription and enabled remote device management
- Decommissioned onsite server by migrating email and data to the Cloud
- Created an environment where company data could be accessed remotely, reliably
- All out of date software was updated
- Moved to a 24-7 support model that reflected the level of engineer availability the team could rely on.



RESULTS

Moving to Bluebell IT Solutions monthly IT support services has significantly reduced their wait time for urgent issues from 22 hours (in some instances) to being resolved in less than 30 minutes. As a result, Dexters no longer face downtime and staff's stress levels have significantly reduced. Moving to the cloud has eliminated the depreciating assets of traditional servers, giving them more flexible and reliable access to their data.



CONCLUSION

In partnering with Bluebell IT Solutions, Dexters now receive the responsive IT support they need to function efficiently as a business. Moving to the cloud has streamlined Dexters's functionality and increased overall productivity, as well as having informed IT technicians to assist with training and answering questions. When moving providers Director Kim Dexter had this to say:

“[IT] is not our forte but having someone here who could hold our hand through the process was really good. The Bluebell Team are really accommodating...”

Are you a growing business and finding your IT provider is not meeting your expectations or requirements? Book a meeting with us today.

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