



QWERK CASE STUDY

A bespoke construction company specialising in the design and development of creative environments.

AT A GLANCE

CHALLENGES

- Syncing issues
- Unorganised documents
- Unreliable customer service
- Staff complaints

BENEFITS

- Personal and efficient service
- Visibility to 1st Line Engineers
- Prompt resolution of technology issues



“Before using Bluebell IT, our IT never quite worked the way it was meant to”.

“Nothing’s ever a problem, I know I can give them a call and they’ll do their best to sort out any problems”.

JOLENE IMLACH
Operations Manager

OBJECTIVES

With over 20 years in corporate and entertainment events, QWERK, a creative event production company, collaborates with renowned clients like the National Gallery to assist in set construction.

As QWERK grew, Operations Manager Jolene Imlach sought to streamline responsibilities by outsourcing IT services.

A previous unsatisfactory experience with an IT provider led QWERK to transition to a more reliable solution.

SOLUTIONS

Before Bluebell IT's services, Jolene depicted their IT as chaotic. Their website was hosted in one place, managed elsewhere, creating a management nightmare with unclear setups.

Bluebell IT centralised the system, established MS 365 for each employee, and seamlessly migrated QWERK's data to SharePoint.

This not only addressed Jolene's previous staff complaints but empowered employees to effortlessly access essential documents, significantly enhancing work efficiency.

**Book a Free Consultation
Today!**