



Think4

Complete IT Solutions

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> Think4 case study: Reich Insurance



> **The background:** Based in city centre Manchester, Reich Insurance is one of the UK's premier independent insurance brokers. It caters for all aspects of commercial and personal insurances, with a specialism in Property Investors' insurance. It's a well-respected professional organisation, reliant on having a fast, efficient and reliable IT system. Reich is a growing business — 5 years ago they had 25 staff, today they have 52 - so they need an IT system that is scalable, robust and able to handle that level of growth.

The issues: Reich first came across Think4 in the summer of 2007. At that point, they had been using another provider but a number of issues had emerged, not least around the levels of support and technical back-up they were receiving. They felt it was the right time to look for an alternative. Like most office-based firms' IT systems, access to the internet, emails and so on are fundamental to the way Reich operate. In particular, many of the quotation systems for the commercial insurance industry are based on online models now, so it is vital the company has strong links to the internet — without it, the service they offer clients would suffer.

The results: When Think4 came in, the first thing they did was to take a long look at the Reich IT infrastructure. Their immediate

diagnosis suggested it was time the firm invested in a new server — the old one was no longer compatible with some of the software they required. Reich got a number of quotes for a server but Think4's was the best value. The new server was installed and, aside from a few teething problems, that process went well. Technically, it took longer than anticipated but Think4 put plenty of resources on the job to make sure it went smoothly.

Perhaps the biggest test of Think4's capabilities came in April 2008, when Reich expanded following a merger with WB Tidey and Company Limited. Think4 were on hand to ensure the merger went ahead with minimal disruption. All the equipment, data and terminals had to be physically moved and integrated to the Reich IT system. The Think4 team worked

throughout the Sunday of the move to ensure that disruption was kept to an absolute minimum.

"It was a well planned operation and went better than we could have hoped," said Andy Kay.

Andy Kay, Reich Group Compliance and Technical Manager, says:

"The Think4 team has worked hard to understand our requirements. Very often they work on our system remotely to ensure it continues to run smoothly, which is very reassuring and if there is a particular issue they are very accommodating and flexible."

> About Think4

Think 4 works with businesses throughout the UK and holds accreditations with many of the worlds leading IT firms such as: IBM, HP, Lenovo, NEC, Cisco, Microsoft, Sophos, Ericom, Igel and many more.

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