



CLIENT PROFILE

Michelsberg Tailoring prides itself on the quality of its service, as well as its garments. Working in an industry where details are everything, the tailor requires an IT system which is reliable and fit for purpose, helping to ensure its clients receive the very best.

LOCATION

Leeds & Manchester

WEBSITE

www.michelsberg.co.uk

MICHELSBERG TAILORING

IT all 'sewn up' with Altodigital

THE CHALLENGE

As a small business based in the Victoria Quarter in Leeds city centre, the tailor had in the past, relied on a friend to tend to its IT needs with a view to saving money and the perceived high costs of outsourcing to a third party. The owner of the company, James Michelsberg, was working from a personal computer which had not been fully or correctly set up and did not satisfy the needs of the expanding SME.

Without a dedicated function on-call 24 hours a day, the business' IT was occupying too much of James' time and putting unnecessary strain on both him and the company.

"All I want is peace of mind, to know that my data is secure and backed up and that if something goes wrong, it will be dealt with quickly. Altodigital offer that security."

JAMES MICHELSBERG
Founder & Owner of
Michelsberg Tailoring



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THE SOLUTION

The company was growing and needed to respond by installing a more robust solution. James therefore approached leading IT and office technology business, Altodigital. Recommended by a mutual friend, Altodigital assessed the business' needs, initially migrating James from his personal laptop to a work desktop. All business-related documents were then transferred and synced online, which now means James can access his files and emails from anywhere in the world, with an internet connection.

Since this initial installation, Altodigital has also worked to implement a brand new customer relationship management system (CRM) which the tailor uses to manage customer information and orders, as well as new business leads.

Additionally, the IT management specialist has also equipped one of James' colleagues with a business workstation and full Microsoft Office account. James Michelsberg, founder and owner of Michelsberg said, "Although there were initially many benefits to drafting in a friend to look after our IT – he was very good and of course it was free – it was extremely unreliable. We couldn't call on him 24 hours a day if something went wrong, and that's really what we need. We need to be able to respond to our customers and deliver what we've promised; our business is fast-paced and any sort of 'down-time' has a significant impact. When you're a small business owner, you need to be able to rely on your IT system. Our previous way of working wasn't right for our needs and we had to make a change. All I want is peace of mind, to know that my data is secure and backed up and that if something goes wrong, it will be dealt with quickly. Altodigital offers that security."

John Armitage, Professional Services – Network Support Consultant at Altodigital said, "James does not have the time to manage or fully understand his IT system, this is where we are involved, to take away all the frustration. This enables James to run his business and not worry about the IT infrastructure."



FOR MORE INFORMATION

Established for over 35 years, we have focused exclusively on providing unbeatable office technology solutions, and although we are a truly national operation, our success has been forged around our unique network of local offices providing on-the-spot response, rapport and reliability.



Altodigital has offices all over the country. Call us and see what we can do for your business.

To find out more about Altodigital telephone:

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