

Wavex is accountable for Elman Wall's IT support

Chartered accountancy firm has less taxing time with IT support issues thanks to Wavex

→ About Elman Wall

Elman Wall is a dynamic practice of chartered accountants and business advisors based in the West End of London. The company works with a wide variety of businesses and business people, the majority of whom are entrepreneurial owner-managers. It provides them with meaningful business advice based on extensive experience and expertise, in addition to dealing with their compliance requirements.

→ Stability

Long term relationships are key to Elman Wall's business, as is stability in its IT systems. Support for these systems was previously provided by a part-time IT professional, but according to Jonathan Wall, partner, "he just didn't give us any confidence."

Jonathan decided to look elsewhere for the firm's IT support, and selected Wavex Technology. "We are a sophisticated company in the way we use technology," he said, "but I don't need to understand how it works any more than I need to be able to fix a television. Similarly, I don't need to know how Wavex provides me with the IT security I need, as long as they deliver."

→ 100% certainty

Seventeen people in the firm rely on Wavex to keep their systems up and running. Jonathan added: "We need 100% certainty that our systems will support us in our work. We simply can't afford for them to go down. We demand this level of support - and we're getting it from Wavex."

Whilst the technology that Wavex uses may be transparent to the team at Elman Wall, the personal aspect isn't. Exposure to many small and medium sized businesses means Jonathan is adept at sorting the wheat from the chaff. "I wouldn't have chosen Wavex if I hadn't trusted them," he said. "From a business perspective, it really doesn't matter how much support costs within reason. Money shouldn't be the main factor - it's trust in your supplier."

→ Peaks

Elman Wall has specific peak periods where its systems are pushed to the maximum. These peaks occur around tax filing deadlines. Jonathan said that Wavex can take credit for ensuring that these peaks are no longer a problem: "We haven't had a systems failure costing us lost time and sensitive documents since Wavex started to maintain them."

He concluded: "We specialise in companies that are going somewhere and I don't want to worry about the impact that a failure of our systems would bring. I don't really need to know how it is done, as long as any problem is solved quickly. That's the reassurance I get from Wavex."