



## Testimonial For WYSIWYG IT

We at XPS are very smart. Infact, we are so smart that we bought our own IT equipment, we sourced the right software, we set it all up ourselves, including e-mails and hosting (I even know what a POP3 is) and we even thought outside the box and bought an external hard drive to back up our data. How clever is that?

Then one day I switched my laptop on and it just slept....and slept....and slept. My whole business was on that laptop because despite all my clever "outside of the box" actions, our computers were not networked so no one else in the company had the same data as me: and I had all the accounts, the customer details, the work schedules and sales documents.

I was worried that as an SME, WYSIWYG would consider us too small and even if they could help me, they may charge me a small fortune to get my laptop to switch back on. I admit it, I called them out of desperation!

WYSIWYG IT were, without a doubt, amazing! They dealt with my lazy laptop within 15 minutes of my call. (Typically, it switched on as soon as they pressed the power button, but they still kept it in overnight just the same and ran tests on it).

This obviously got me thinking about networking our computers so I broached this with WYSIWYG. They gave me an immediate solution, a really acceptable quotation within 10 minutes of my enquiry and we then agreed a date for them to carry out the work.

Then my laptop died for a second time. I had learnt my lesson so I spoke to WYSIWYG and within 24 hours, they were sat in my office, setting up my new laptop, *and* the networking *and* adding all sorts of incredible, time saving methods to our systems.

WYSIWYG IT have given sound advice, they have reacted to our issues; they have delivered solutions to problems we didn't know we had and they talk to us in plain English! Their services & products have definately saved us money and allowed us to concentrate on our core business; so not suprisingly, I have given up my part time role as an unqualified IT expert!

As a customer, WYSIWYG IT have made us feel valued so even the smallest request is dealt with professionally and swiftly. And they are nice people!

Without a doubt, XPS have found a supplier in WYSIWYG IT that will remain with us long into the future. I have worked with IT companies, as both the Director of a large corporation and now the owner of a small business, and regardless of the size of your business, I would recommend WYSIWYG IT to *any* company.

**Emma Bowman Smith**  
Director

