



COMMERCIAL INSURANCE CONSULTANTS
www.cicinsurance.co.uk

To whom it may concern

CIC Insurance Services are 100% reliant on fast effective I.T.

Without our systems running we can't quote our customers, and with a turnover approaching £4m it's important to continually generate revenue. So when it comes to supporting our hardware and software we simply **cannot** afford to use anyone other than the best.

In the past we have used other support firms with limited success. In 2000 our office became the victim of theft with a complete loss of all our workstations and servers. We approached Codefour Solutions who promptly supplied all the new equipment, restored our data and had us up and running: 100% within days. In fact after this our quoting engine started quotes in seconds rather than minutes as it had with the prior installation.

From that day forward we have used Codefour Solutions for our hardware and software support. Their on-site response times fall into the "less than an hour" category and with our dedicated support consultant James Hamilton; we get a direct landline, a 24-hour mobile number and an email address. We don't have to leave messages and we don't have to speak to less technical receptionists.

In 2004 we moved our software system to an online terminal services system, requiring running our older systems in conjunction with a new batch of Dell workstations for each member of staff. This could have been a receipt for disaster, yet with Codefour equipment was specified, supplied and configured very quickly.

With Codefour Solutions as our computer support partner, it means one less worry in our hectic commercial environment.

Glyn Evans
Director