

Success Story

Computer Systems
Couriers, Freight Forwarders and
International Mail Houses

NTRsupport helps RGP Computing technical support to save its customers days



How NTRsupport saved me a trip to Inverness just 24 hours after signing up.

The Company

- Industry of the company:
Just in Time Deliveries
- Use of the NTR solution:
Remotely re-load Bespoke Software
- Number of employees: 1
- NTR customer since 2006

About RGP Computing

RGP Computing is a small software company that has been developing specialist vertical market software for smaller courier, freight and international mail businesses for 20 years.

Initially all clients were based at Heathrow and supporting them was easy. As those businesses have grown many have opened offices elsewhere in the country and across the world.

This has made support ever more difficult and increasing support demands have reduced the amount of time available for system development.

The Challenge

After a particularly hellish week of traveling the country trying to keep up with myself, I finally decided it was time to bite the bullet and start looking for a professional solution.

The solution needed would require the benefits of PC Anywhere™ and VNC, without the limitations caused by floating IP's.

After I received a recommendation of NTRsupport from a dedicated IT support company, I spoke to NTR UK and was guided through an online demo. I don't know if they could sense my eyes lighting up, but they definitely were.

“I now feel confident that I can sell my software anywhere in the country or the world, knowing that I will be able to support it at a level and with an ease I have never dreamed of without fearing that all income from the software will be soaked up in traveling costs and that my limited time will be stretched even further.”

Jim
MD, RGP Computing

As a one man band it is always difficult to make a forward looking investment, but having a trial account gave me the confidence to demonstrate NTRsupport to two of my major clients that afternoon.

I discussed the costs with them and they both felt very comfortable with such a reasonable monthly cost which offered them so many benefits.

At 5.30 on Monday evening I spoke with an NTRsupport sales consultant and agreed to purchase 60 machine licenses.

At 9.30 on Tuesday morning Jim from my client's office in Inverness called in a complete panic. On the busiest day of the month their system had failed. They would be the first to admit their lack of IT knowledge, but I easily managed to talk them through installing the remote access software. I was then able to log in, diagnose their problem, reload their software and set them running again all well within an hour.

Even though they have only a 64k ISDN line (ADSL hasn't reached their area yet) NTR responded quickly and transferred a dozen files without a single error.

The Result

Within 20 hours of agreeing the purchase of NTRsupport it saved me a 3 hour drive to Heathrow, a very expensive return flight to Inverness, an overnight stay and a long drive back again. It also saved my client from an administrative melt down at the busiest and most profitable time of the year.

Best of all I managed to attend my local Round Tables' 75th Anniversary on Monday night.

Benefits

Cost is relative, Time is not.

No one can tell the size of my business. They can just see the immediacy of my response.

After 20 years of being scared to go on Holiday for more than a few days, I now feel free to book a fortnights skiing trip. It will be the first time I have taken two weeks holiday since I left school. Can you put a price on that?