

Abacus Foods Limited

BT IT Support Manager becomes the butcher's choice

Based on the Moray Firth coast in the Scottish Highlands, Abacus Foods is a company specialising in the export of fresh and frozen meat and poultry worldwide. Effective IT and communication systems are central to its business. BT provides the company with telephone lines, BT Business Broadband for email and internet access, and anti-virus services. The owner of Abacus Foods, Raymond Boyd, spoke to us about why he chose the BT IT Support Manager service.

"Around 80 per cent of our business is now conducted over the internet, so having reliable IT systems is absolutely paramount."

Raymond first found out about IT Support Manager during a routine conversation with his BT sales team.

"I know enough about IT to make good use of software applications, but I invariably need help if something goes wrong."

Abacus Foods was attracted to IT Support Manager because it's a fixed cost service that is usage independent.

"IT Support Manager sounded excellent value for money, and I haven't been disappointed."

Raymond has used the IT Support Manager telephone-based service to help resolve a range of PC related problems.

"Calls always seem to be answered quickly. It doesn't matter who I speak with they are always friendly, highly-skilled, and eager to help."

Most recently the BT IT Support Manager team has helped Raymond resolve an issue with his company logo not appearing correctly in Microsoft Outlook email signatures.

"The BT specialist took remote control of my PC and was able to diagnose and fix the problem really quickly; it was most impressive."

Raymond is in no doubt about the value of BT IT Support Manager to Abacus Foods.

"I think IT Support Manager is one of BT's best support services. The annual cost would hardly pay for a single visit by a local IT company."

For more information visit www.bt.com/itsm

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This BT article was produced by Caseworks Customer Interaction as a brief overview. A more detailed case study may be produced in due course. If you have any queries concerning this article, or about the BT Business customer endorsement programme in general, please contact the helpdesk by email bt desk@caseworksci.com or telephone +44 (0) 20 8502 2002