

# Cutting Hedge

BT IT Support Manager keeps garden designer in contact

When Peter Sugar retired from teaching he decided to use his flair for horticulture. One college course later, he launched Cutting Hedge. Working first in garden design, the construction side of the business is now flourishing and Peter has started to employ contractors. He shares IT services with his wife, who runs a shop using a Wi-Fi enabled laptop, while Peter has a PC. Both devices connect to BT Business Broadband using a wireless hub. Peter explained to us what led him to use BT IT Support Manager.

*“My computer was running very slowly and I took it to a local company. They kept it for a week, during which time I was completely off the air.”*

That made Peter realise how much he relied on IT and, when a BT engineer came to install broadband, Peter asked for advice. BT IT Support Manager was recommended.

*“The great thing about the BT IT Support Manager service is that everything is done remotely, so I don’t lose contact.”*

The only time so far that Peter has used the BT IT Support Manager service was when he had to change his email address – after he had printed all his business stationery.

*“The IT Support Manager helpdesk engineer was very patient when my old ISP’s server was slow, and quickly found a way round my problem.”*

Peter has nothing but praise for the engineer’s attitude and the way that the matter was dealt with.

*“The engineer was enormously supportive and constructive. The whole process was totally painless.”*

In terms of value for money, Peter recalls the cost of the work done by the local support company.

*“For a simple computer problem I was charged over £100, whereas BT IT Support Manager costs only £10 a month. That’s real value.”*

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