



## Case Study

Client: Antony Grice  
(Plumbing & Heating)  
Sector: Construction  
Location: Nottingham  
Project: IT & Telecoms

"Affinity made things 10 times better for us."



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### The Client

Antony Grice Plumbing and Heating are team of plumbers and heating engineers who deal with household plumbing, heating and ventilation requirements across the East Midlands and UK.

### The Challenge

The team at Antony Grice were unhappy with their incumbent IT supplier and the level of service they were receiving. Additionally Telecoms requirements were such that their existing telephone system was end of life and they required a new solution that amongst other things could provide remote working for the staff.

### The Solution

We took over their IT Support and embarked on a full review and snag list of their existing systems. We made recommendations that we felt were necessary which included moving their existing server. For their Telecoms we installed a brand new 3CX phone system which amongst other things meant that their team were able to work remotely when necessary.

### The Feedback

Design Engineer Steven said "We were let down by our previous supplier who didn't deliver duties due to be carried out and as such we had become very frustrated with their service levels.

Affinity made things 10 times better for us and the level of service was apparent as soon as we switched with a high level of skill sets available to us on the support desk to deal with both complex and every day issues.

We would absolutely recommend Affinity to anyone who requires IT and Telecoms infrastructure."