



## News

### PERRY HAY & CO OUTSOURCES ITS IT REQUIREMENTS TO RAMSAC: THE SOUTH'S LEADING IT CONSULTANCY

Guildford, England, January 5th 2005: RAMSAC, a leading IT solutions provider has been appointed by Richmond based commercial and family solicitors, Perry Hay & Co to upgrade its IT network. RAMSAC has installed and manages a new server and workstations for the firm, providing a stable platform on which to run the Practice Management System, corporate email system and access to shared calendars and resources.

Explained Senior Partner of Perry Hay & Co, Peter Hay: "IT is crucial to the successful operation of any law firm, and at Perry Hay & Co we operate a Practice Management system that manages and retains electronically all of our work for every client, not only in new and current files but also those which have been archived. Everything is immediately accessible. It is therefore very important that our IT supplier understands our business and shares our philosophy of excellent client service."

RAMSAC's philosophy of "prevention being better and cure" fits in exactly with Perry Hay & Co's requirements. They are fully supported by the RAMSAC consultancy team who conduct on-site maintenance to the network, run health checks and fix any other problems. Any problems that arise outside of the RAMSAC consultant visits are routed through the RAMSAC help desk, logged and acted on immediately.

"I felt confident that the team at RAMSAC understood our concerns and issues and would ensure that our system worked well," continued Hay. "A lot of IT suppliers profess to be all singing and dancing, but few live up to expectations. With previous suppliers, we had problems with back and front office functions not working together and when things went wrong, it was always difficult to get hold of someone who could solve the problem. From our very first meetings with RAMSAC, I felt comfortable that they understood our business needs and could offer advice and guidance on new technologies that would best fit our business."

RAMSAC regularly meets with Peter Hay for IT strategy meetings to advise, discuss and meet the firm's IT needs as they change and evolve. Peter concludes, "The relationship between RAMSAC and Perry Hay & Co is successful and reflects the relationships we like to cultivate with all our clients and suppliers, based on mutual trust and loyalty."

RAMSAC