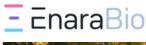# Enara Bio's IT Director talks about their innovative process for selecting an IT Provider

Who did we interview?

Simon Jarvis · IT Director, Enara Bio

In his role as IT Director for Enara Bio, Simon is putting vital controls in place, building processes and procedures around IT, and helping the business make better use of technology. When it came to choosing a new IT provider, they started off with a shortlist of around 7 vendors they were interested in talking to, mostly recommendations from friends and colleagues. To best put across what was important to Enara Bio, Simon put together some documentation about their infrastructure.

Enara had quite a unique way of choosing an IT provider - can you explain Enara's process?

We asked the vendors about real-life scenarios - about problems that we'd experienced. We asked the vendors to document what their process was for resolving those issues. It was quite easy then to get the responses back and look at them and say, "this company here, that isn't how we would want the process to be handled." So we were able to go from seven vendors down to three fairly easily. And then we asked for prices. We didn't ask for the price at the first stage because we were interested in the company that fitted our needs more than what the price was.

Why did you choose The Final Step?

We went with TFS because we felt that the priorities of our two companies fitted together. We share a similar ethos. I guess maybe I've been slightly fortunate in as much that, when I've been looking for providers, I'm not always looking for the cheapest, but for the best value for money.

What were your initial impressions of us once we started working together?

It's always a leap of faith when you're changing supplier. It's always true that the new supplier is going to tell you they're wonderful. But it doesn't necessarily always turn out to be quite as wonderful as they promise. It's hard to make sure that your values are truly aligned during the decision-making process.

One of the first experiences that I had was, we were having some problems around our onboarding process. When we started working with you, you just took complete ownership of that process. You said, "Okay. We're gonna take this hassle—this difficult to manage thing—off your plate." I was looking back in my messages this morning and that's a comment I made to one of my colleagues.

And that was a really good first impression. You only get one chance to make a good first impression and it was excellent. It was really, really amazing that you took ownership, and there was no, "oh, that's not my responsibility," it was bang, day one, away we go!

How have we made your job easier?

I used to spend a lot more time helping users and managing tickets with the previous managed service provider. I've got high standards, and I recognise that I'm not necessarily always particularly easy to work for. But TFS have the same high standards as I do, and they get where I'm coming from. The trust was built quite quickly. I knew that they would take a ticket that someone had raised and deal with it in the same way that I would want it to be dealt with. And that's quite difficult.

I think that's down to the ethos of your company. It's also the training of your engineers. You pick up the tickets quickly, respond to the users in a timely fashion, you communicate well with the users... And that means that I have to spend a lot less time managing the whole IT support piece, which frees me up to do what I should be doing, which is helping the business make better use of technology.

How have we maintained the high expectations of us? How have we helped your users?

One other thing about handling tickets is that the engineer always checks with the end user to make sure that they're happy with the resolution before they close the ticket. Too often, engineers at other providers close the ticket to get the job off of their queue without checking with the end user that they're happy. So that's a really good point of difference for TFS that they do that.

You get what you pay for. We get a much better service than we were getting previously, and my time is freed up to do what I'm supposed to be doing. The engineers are really fantastic. The first line engineers have got that personal touch. They're able to communicate with the end users, and that's not always been the case. There have been a couple of instances where I can think of where I've had the same issue in a previous life, and it's been escalated to a third line engineer. But with TFS, the problem has been dealt with by the first line engineer—really well trained.

I think their long service with you is indicative of that, that you keep the engineers engaged, you keep them well trained, and they've got the personal touch to be able to communicate well with end users. They certainly always take responsibility for the issue. I've never once had someone say to me, "that's not our responsibility." They always will act as that point of contact with a third party and try and resolve the issue in the way that I want it resolved. And that's difficult to explain, and difficult to learn. I think it's the way our values mesh together—the way we've got this same way of thinking about what good support looks like—that is so valuable to us.

For me, the most important metric is open tickets versus closed tickets. If you haven't got enough well trained staff to resolve the amount of tickets that are being generated, then you're always going to be on the back foot with respect to providing a good service. And it's clear that TFS have got that strength and depth to be able to provide that level of support.

From day one, the SLA for response time went to 95% and has stayed at that same high level, from then up until now, twelve/thirteen months later. Ticket resolution has likewise improved drastically, and that's indicated by customer satisfaction. Customer satisfaction has jumped to over 95%. And in that twelve/thirteen months, there's only been a handful of neutral responses and only one

negative response in that whole time frame, and that was me. And like I said earlier, I'm not always particularly easy to keep happy. So, I know from my experience that even the one negative response, was really sort of a marginal call about whether it was a neutral or a negative. So the customer satisfaction has been amazing.

How do we ensure peace of mind for you and your organisation?

I think the model that TFS have works for us. It's like having an independent, one-man band contractor working for you who's able to deal with all of your problems, able to give you an opinion about any technology issue you ask them about. But it gives you that strength and depth—you don't have the problem of the engineer being away on holiday or busy with another client or on-site at another client, there's always someone there to be able to help with an issue, a problem, or a request. There's always a valuable opinion there, to help guide us in what's the right solution for our business.

It's that proactive support that TFS give that allows you to not worry about those baseline problems. The remote monitoring that happens, the patching cycle that happens. The Government say, or the industry says, that by doing those three simple things of not running as admin, keeping your patching up to date, and having some sort of anti-virus running keeps you safe from 80 to 90% of all of the cyber exploits out there, and those are baseline things that are just handled by using TFS to manage our support—they're not things that we ever have to worry about, because they're all dealt with, by you.

If your business is growing fast and your IT support isn't keeping up, it's time to make a change. Like Enara Bio, you deserve a partner who shares your standards, takes ownership, and gives you peace of mind.

If you're ready for IT that drives your business forward, give us a call.