

> Think4 case study: **Orbis Solicitors**



>**The background:** Orbis Solicitors was set up four years ago as a specialist personal injury practice providing legal information to thousands of accident victims each year throughout England and Wales. The solicitors aim to help get clients back on their feet after an accident and obtain the appropriate level of compensation for all their injury losses. Last year Orbis relocated from their Manchester office to premises on Bolton Road, Ramsbottom. The move allowed the company to expand their workforce, creating 12 new jobs.

The issues:

After deciding to relocate to a bigger office in a better location, Orbis decided to install a new IT system, that was more reliable and would assist in dealing with the influx of new clients efficiently. It was vital that the system was put in place so it could be used straight away, despite the chaos of moving. The firm turned to Think 4, its existing IT providers to install the new system.

The firm needed to ensure the transition was flawless so that there was no downtime and the customer experience was unaffected.

Ben Rowlands of Think4 said: "To make the move a success we knew it was vital that Orbis would be able to resume normal business practice on day one

and find their office systems, internet and email up and running - which is what we delivered. It meant working anti-social hours around the clock but this is all part of the service."

The results:

Managing Director, Anne Bradley, praised Think 4 for ensuring the move was completed without a glitch. She said: "Like many office-based businesses we are hugely reliant on an efficient IT system, so when we moved we knew

that getting that up and running was a real priority. Think4 ensured we could use the system straight away, without any hitches so it was business as usual."



>**About Think4**

Based at Heywood Distribution Park, Think4, works with businesses throughout the UK and holds accreditations with many of the world's leading IT firms such as: IBM, HP, Lenovo, NEC, Cisco, Microsoft, Sophos, Ericom, Igel and many more. They offer free IT Health Checks to business with between 1 and 50 computers.

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