



“ The first thing we noticed is that it’s invisible, invisible in a good way though. Basically, it’s no hassle. We need systems that work and NCI provide a very professional set-up that is responsive and helpful. Anything we have needed, and any queries we had, have been dealt with by your technical support quickly and effectively plus, you don’t make us feel like idiots whatever our question.

We’re not technical, so it’s great to be put at ease and speak to someone who knows how to help. ”

Neil Scott  
Totally Truro

## Our Success Story

Invisible IT in the cloud supports remote working for Totally Truro!

### ► Summary

Totally Truro is a not-for-profit company that is delivering the city’s Business Improvement District and includes projects like ‘Enjoy Truro’ to increase the profile and visitors to the city. A Business Improvement District (BID) is a flexible funding mechanism to improve and manage a clearly defined commercial area and there are over 400 businesses in Truro that are included in the scheme.

Totally Truro approached NCI based on referrals from existing NCI customers. They recognised that the value NCI could provide by way of technical expertise and responsiveness was important to their business. In particular, Totally Truro needed their IT to support communications and collaboration between staff who were working off-site, from home and at flexible hours of the day - often not in the office at the same time.

### ► How NCI supported Totally Truro:

- Implemented Microsoft 365 to support flexible and remote working
- Email communications, data storage plus, file and calendar sharing online
- Technical advice and ongoing support via the ‘ProSupport’ contract
- Secure and managed backup service to reduce the risk impact of any downtime or lost data

# The Technologies

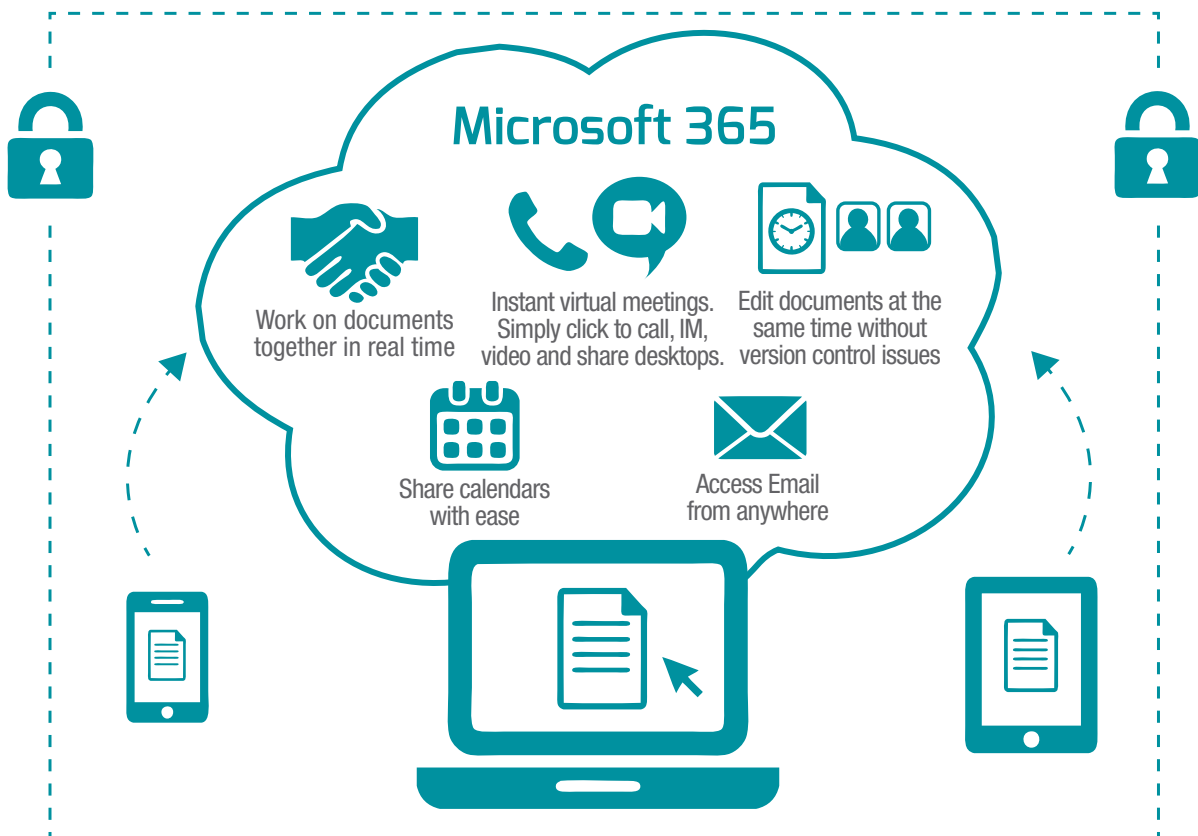
Proactive remote support  
'ProSupport'

Microsoft 365

Hardware procurement

“ When we first came to your offices and met your team we thought you were very professional and were nice guys to talk to which was also important to us. We also know that if our systems fall over we would be able to get up and running again having successfully minimised the risk of any data loss or impact on our operations. It's reassuring to know our systems are robust and also that if we have any problems they will get fixed properly. ”

Neil Scott Totally Truro



NCI was founded in February 2004, by Directors Andy Trish, Chris Penrose and John Andrew, with a vision to provide great IT support to the local community. Over the last decade, the company has grown considerably and is now a 30 strong team of passionate and dedicated professionals delivering IT solutions to businesses and schools across the UK.

NCI continually strive to improve their services and increase customer satisfaction. Years of experience working closely with small and medium sized businesses and schools have led NCI to develop products and services that empower their customers to progress and lead the way.

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☎ 01326 379 497

✉ info@ncitech.co.uk

🌐 ncitech.co.uk

🌐 esafetymatters.co.uk