



IT Support with Service Excellence

When the service from their previous IT provider started to slip, The Mustard Tree needed a more reliable Partner to take the reigns and give them the support they deserve.

How did you first hear about SolCo and what made you decide to use them?

“Our previous Partner was brought out by a bigger company, and we started having a lot of issues with them, not responding to tickets and just being slow in general. One of our former employees recommended we switch to SolCo so we knew we’d be in good hands.”

What services do SolCo provide to you?

“They take care of everything IT related for us. We’re not technical people at all, so they’re a big help if we have any problems.”

How would you describe the service you receive from SolCo?

“They work in the background to ensure that we don’t have any issues, and it’s testament to them that we rarely need to contact them, but we know we can just send an email if something does go wrong and we’ll get a response straight away.”

Is there anything else you think we should know?

“For us it’s much easier. It’s one of those things we don’t have to think about, they’re just there and it’s getting done! With SolCo, we know that everything is running well and when we do have any problems, they sort them out promptly and keep us informed along the way.”



The Mustard Tree partners with local communities, charities and statutory organisations to identify unmet needs among the most vulnerable and marginalised people.

“They’ve made working with technology much easier, it’s one of those things that we just don’t have to think about. When we do have an issue, they’re prompt and keep us informed.”

*Ali Dent,
Policy & Resourcing
Officer*



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