

## DATA DIFFICULTIES 6000

## MILES FROM HOME!



Terry Le Long, owner of NLS Shropshire, a successful home-based will writing and estate planning company, was having nightmares. Some basic technology problems were threatening the expansion of his successful Telford based business into Thailand to look after the interests of ex-patriots settled there. The necessity of bringing confidential client data with him meant copying files to his laptop for the 6000 mile trip. Inevitably a crucial file would be missed. As if this were not bad enough there was the constant fear of loss or damage to the laptop. Adding to the stress was the difficulty, and at times impossibility, of dealing with any new work coming into the UK office. This could mean a delay in responding to UK instructions of up to 8 weeks when in Thailand, with serious consequences for client relations and future business. A seven hour time difference compounded Terry's communications difficulties.

Terry put the problem to Chris Pallett, MD of Bespoke Computing Ltd, who had already supplied much of his IT equipment. He had a solution that was simple but effective. Bespoke reconfigured Terry's laptop and office computer so that he could access it from anywhere with an internet connection. Now it is possible for Terry to work as if he were never away from the office.

The solution not only solved the immediate problem but also gave Terry real productivity gains. He no longer worries that his laptop may break down or be stolen while thousands of miles from home. All of his data and correspondence is stored on the computer back at home and is backed up securely. No matter whether he is away from the office in Asia or the UK, he can use his time more productively, logging on remotely to get the latest updates from the office team, access e-mail and new instructions, update documents and carry on as if he is still at his desk. Some even think that he is never away! A simple and inexpensive solution to an aggravating business problem. It is well summed up in Terry's comment that - "It's been a godsend". Chris Pallett added that " It just goes to show that often a serious issue has a quite simple answer and it is often a case of just configuring the existing IT kit differently. Many businesses simply do not realise the full potential of the technology available to them."

### EDITORS NOTES:

Bespoke Computing Ltd was founded in May 2003. It provides IT support, both hardware and software, to SME's and domestic clients throughout the West Midlands. The Bespoke team pride themselves on their no nonsense, jargon free approach and a determination to understand what their customers really need and provide it as efficiently and cost effectively as possible. Bespoke Computing are based on Stafford Park Telford.

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