

Case study

Turpie & Co

C.N.S
Central Network Services

An IT service company that cares

Turpie & Co are Estate Agents and Property Consultants based in Bathgate.

Having been impressed with the IT support they had in the past from CNS Director Brian Marshall when he worked for another company, they sought him out.

Turpie & Co tell us that they are impressed with CNS' flexible approach to customers, for example, working out of office hours to minimise disruption when they needed cabling work.

High level of service

CNS prides itself on offering a high level of service, which is precisely what Turpie & Co were looking for. They know that someone they know at CNS is always at the end of the phone and that they will get the best service.

They also know that if they need help from CNS, they will always get it. Whether it is something that CNS can fix with immediate remote support or something that requires on-site work, CNS has always sorted their IT issues out on the same day.

Added value

As well as CNS' level of support, Turpie & Co values the knowledge and advice CNS bring with them. CNS has worked to understand the company as well as their IT systems and can therefore add value, for example dealing directly with Turpie & Co's internet provider to make sure that they have the best deal and have exactly what they need.



"CNS is refreshing to deal with; they are very responsive and customer-centric. It makes a huge difference that I know if any of my staff have an IT issue they will get the support they need – it has taken a lot of stress off the management team"

**Craig Turpie, Director
Turpie & Co**

Key facts

No. Users: 9

**Time with CNS:
9 Months**

Products & services:

- Remote & onsite support
 - Software
 - Cloud backup
- Networking & structured cabling

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