



## HARTS

IT Farm caught up with **Elvira Hatch**, practice manager at Harts.



### NOT THE AVERAGE ACCOUNTANCY PRACTICE

Harts appreciate the stresses and strains of clients trying to run a business whilst juggling their accounts, no more so than practice manager, **Elvira**:

“ We’re a forward-thinking, multi-skilled firm employing highly integrated, reliable teams. Being there for our clients marks us out as being a bit different from the average accountancy practice. It’s always in our best interest to help businesses succeed.”

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### IT PROVISION THAT EXCEEDED EXPECTATIONS

Harts senior partners’ strategic direction has meant a steady stream of innovative solutions that required an IT infrastructure which could integrate securely with client companies:

“ It’s all very well talking up our business credentials to anyone who cares to listen but we have a strict code of conduct and fiduciary duty to abide by.

The practice of using a network of remote servers hosted on the Internet rather than a local server or a personal computer appealed to us. There has been occasions when the business was temporarily offline, so we believe our technical expectations have to be matched by our IT provider.”



## TOP PERFORMANCE AND COMPETENCY

Inevitably, businesses demand personal attention and Harts is able to demonstrate a passion for all sectors across the whole of Cheshire, South Manchester and beyond, which require levels of competency that many other practices fail to deliver. **Elvira** is convinced that reliability is the key to business success:

“ Our professionalism must always shine through and IT Farm’s ability to deliver against pre-determined performance indicators means we can sleep at night. Unlike the most recent experiences at NHS which, sadly, will more likely become a case study of how not to do it.”

## EXPERT SUPPORT

**Elvira** is a convert to The IT Farm way of working, which has freed up a considerable amount of her time to engage with clients and focus on managing the practice:

“ What particularly impressed me at our first meeting was IT Farm’s guaranteed 15-minute response time with dedicated online, telephone and weekend support teams. We now employ the best cloud service on the market and it’s a better way to run our business in such a challenging climate.”

## ROBUST SECURITY AND RELIABILITY

Founding director, **David Taylor** believes their hands-on, proactive approach complements IT Farm’s focusing on sustainability and long-term growth at Harts:

“ We were potentially exposed to inadequate security, slow performance and unresponsive support. IT Farm immediately eradicated problem operational areas with robust security and superior reliability. We needed to update our services and systems without risk or complexity.”