

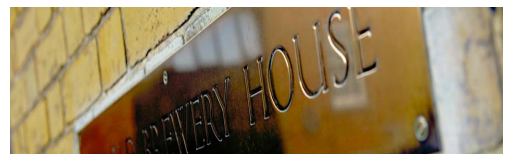
CASE STUDY

Capital Plans Ltd



Capital Plans Ltd are an independent company devoted entirely to advising companies and individuals on Pensions, Investment, Protection and Financial Planning.

Established in 1983, Capital Plans is an independently owned company which remains a traditional, family owned business today.



THE ISSUE /

As with most supplier agreements, Capital Plans had come to the end of an agreement with an incumbent supplier for multi-functional devices, and the search was on for an alternative. Through word of mouth, Principal was suggested as a potential new

supplier. Following the usual quote and proposal process Principal was top of the list and the devices were installed at a good price and without disruption. The need then arose for some supported IT and after further discussions, Principal were delighted that the sister company

for Principal, 4th Platform, could help with the IT server support too. And, as the requirements grew for Capital Plans a VoIP system has also been installed.



WHAT PRINCIPAL SAID /

Having installed the hardware solutions, conversations followed about their requirements for IT support. We were able to call on our sister company 4th Platform to support Capital Plans. After scoping out a solution tailored to fit their business needs it was an easy and painless implantation. With the large range of propositions, we offer, it as easy then to help Capital Plans when need arose for VoIP.

WHAT CAPITAL PLANS SAID /

Simon Spencer, Managing Director said, "our relationship with Principal started a few years ago, it started with a need for simple office devices and has grown from there. Trusting a supplier is very important to our company and we like to make sure that we know the service we will receive is good. He went on to say, "we're really happy with Principal, we just make one phone call and either the issues are fixed over the phone or there is someone on site quickly. When we needed a VoIP solution, asking Principal to scope out the requirements was an easy decision. We did toy with having various suppliers, but it makes so much sense to keep the products and services under one roof, especially as the price was right - a sort of organic progression. And, if we need any other products or services we'd call on Principal first, they deliver what we need without drama!"