

CLIENT TESTIMONIAL



We were worried about moving IT provider because it just seemed like it would just be a massive headache.

But moving over to Focus, was really **simple** and **seamless**

Simon Walter, Director
Rhino Safety



Fast | Friendly | Stress-free

Key Outcomes



No longer dealing
with daily IT
interruptions.



No more logging
tickets and hoping for
the best.



Tech issues handled
quickly and clearly.



Strategic visibility
through regular
Quarterly Business
Reviews



A team that is always
available & rooting
for Rhino's success.



Issues are always
explained in a clear,
human tone.

Fast | Friendly | Stress-free

Challenge

As a growing health and safety consultancy, Rhino Safety needed their tech to work seamlessly. But they were stuck in a cycle of frustration:



Constant issues being raised by the team

IT problems were becoming a distraction, slowing everyone down and causing real frustration in the office.



No visibility or control over IT

There was no clear plan, no documentation, and no understanding of where things stood or how to improve.



The team needed support, but there was nowhere to turn.

Simon found himself dragged into technical issues that weren't the best use of his time. Instead of focusing on clients and growing the business, he was troubleshooting IT.



Lack of trust in the previous provider

Promises weren't followed through, problems weren't properly resolved, and communication was patchy. Confidence in the service had dropped to zero.

"We were getting involved with bigger clients where we had to demonstrate that we had suitable security in place, and we didn't feel we had that with who we were currently using."

Strategy

To give Rhino Safety the IT setup and support they really needed, we started by listening. Through an open, jargon-free meeting, we got a clear picture of their frustrations and goals – and built a support plan around them.

Our team took ownership of the transition from their previous provider, sorting out the messy handover, filling in the gaps, and giving Simon and his team the clarity they'd been missing.

Once the foundations were in place, we introduced regular **Quarterly Business Reviews**. Short, structured sessions designed to keep things moving forward. These reviews gave Rhino clear visibility into what's working, what needs improving, and what's next.

"They made us feel confident, not overwhelmed. And they genuinely care about getting it right."

Now, Rhino Safety has a support partner who knows their business, gives them space to grow, and **makes IT feel easy again.**



Solution

Right from the first meeting, we made the process feel easier. Instead of vague promises, we laid out a plan with clear steps, timelines, and a dedicated point of contact.

Using our [Safe Launch Plan](#), we took care of everything behind the scenes, from coordinating with Rhino's previous provider to installing new monitoring tools that gave immediate visibility.

Our approach wasn't just efficient, it was human. **No jargon, no pressure.** Just straight-talking, friendly support from a team who clearly knew what they were doing.

- **Proactive, step-by-step onboarding with zero disruption to the team**

- **Honest communication that built confidence from day one**

- **Quick fixes for issues to stabilise the IT environment fast**

- **Ongoing updates so Rhino always knew what was happening and why**

A Real Shift in Mindset:

With us in place, Rhino finally had a provider who didn't just tick boxes; they took ownership of the situation. Every query was met with urgency, every solution came with an explanation, and the team genuinely felt supported.

It was more than a service shift; it was a mindset change. We gave them breathing room and the belief that **IT could actually be an enabler, not a daily headache.**

Rhino Safety could not evidence their security posture to win larger contracts. Simon Walter, Director, said: "We were getting involved with bigger clients where we had to demonstrate that we had suitable security in place." We fixed that and within six months Rhino won new contracts worth over £80,000 per year because of this.