

Sprout IT Client Testimonials



WHITE PAPER BY

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ABOUT SPROUT IT

SproutIT enable law firms & barristers' chambers to achieve competitive advantage and peace of mind, through the innovative use of best-of-breed technology, focussed cyber security and resilience, award winning services, and passion for service excellence.

From Document Management Solutions and Fees/Diary software, to email archive, compliance, encryption and security, Sprout IT can plan, implement and support your entire infrastructure.



"From the professional design and smooth installation of a brand new IT infrastructure to its further development and maintenance, Sprout IT have always provided an excellent service and we have total confidence in their ability to support us in a practical, innovative and no-nonsense way. Quite simply Sprout IT have never let us down."

Lorraine McHale
Chambers Administrator



"We are consistently delighted by the service that we receive from Sprout. They are totally customer focused and easy to work with – nothing is too much trouble."

Tim Gerrard
Chief Executive

HARCUS SINCLAIR

"As a small firm we appreciate the calm, knowledgeable and hands on approach of the Sprout IT staff enabling us to concentrate on delivering a high quality service to our clients. Sprout have assisted us with a major overhaul of our IT network after a seamless handover from our previous IT firm."

Sue Russell
Practice Manager



"We contracted an independent IT Specialist to oversee the tender process; he was confident that Sprout IT is way ahead of the competition."

Kevin Hooper
COO

ESSEX COURT CHAMBERS
BARRISTERS

"Since working with Sprout IT and utilising their 24x7 follow the sun IT support model, I was able to take a holiday for the first time in years knowing that I didn't need to check my emails or answer my mobile phone to assist my staff and members with IT issues"

Rich Wilken
IT Manager

"Sprout IT were very impressive during the tender and interview process and the feedback from their existing customers was really positive."

Christine Kings
Director



"Sprout clearly understand the importance to us of having a properly functioning, robust, remotely accessible IT infrastructure and do a good job keeping our systems running smoothly. I have been particularly impressed with Matt's careful but pragmatic approach to important structural issues (such as data security & disaster recovery), the friendliness and professionalism of the Sprout team and the speed with which urgent problems are attended to and fixed."

Matthew Lavy
Barrister responsible for in-house IT



"Sprout 24x7 monitoring and out of hours help desk, allow Chambers to run at full capacity without worrying about IT problems. With back-ups every 15 minutes and offsite replication, we never have to worry about our data. "

Carolyn McCombe
Chief Executive



"Sprout IT has an excellence understanding of our sector and the associated challenges it presents. Their technical knowledge provides a strong and flexible support service for our end users and their customer services are second to none. "

Sarah Earl
Head of Administration



"Special thanks are due to Sprout, who identified a fault piece of hardware on the new servers at 7pm last Thursday and stayed in Chambers until 2 am on Friday morning, ensuring that Dell replaced the faulty part in time for the diary to function as normal on Friday morning."

Richard Harrison
Barrister



"We have used Sprout IT for several years. We find them technically proficient and particularly good at accommodating and resolving the issues typical of the non standard requirements of a barristers' chambers."

Jenny Fensham
Practice Administrator



"From start to finish Sprout IT were excellent. They took our brief and we are delighted with the end result."

Claire Halas
Director of Finance and Administration



"Sprout continue to impress with high quality service provided by user-friendly people. Cost effective, tailored solutions are devised, delivered and managed by the engineers who design them, not by salesmen tied to products. They are genuinely interested in the client's best interests and the service needed in business-critical functions."

Sarah Webbe
Former CEO



"We have found Sprout IT to be incredibly responsive and knowledgeable (particularly on issues of security, which is critical to our business). Their proactive approach is very refreshing. They find solutions to problems quickly and with minimal disruption. Everyone that we have worked with at Sprout IT, from engineers to Directors, has been extremely professional, friendly and willing to go the extra mile for us."

Monika Graczykowska
Chambers Administrator



"Sprout IT have effectively guided us through the process of installing a new IT system from design through to installation. The business interruption was minimal and the ongoing IT support is both efficient and friendly."

Dominic Flynn
Partner

FAMILY LAW IN PARTNERSHIP LLP

"Sprout have been fantastic since they have come on board. We feel that all our IT needs and responsibilities are now met. They are proactive and understanding, and it is reassuring to know that they are looking after us."

Daniel Coombes
Director



"I cannot recommend Sprout highly enough. I would comment particularly on their always polite willingness to grasp the nettle and get on with sorting out any problems, rather than prevaricate."

Martin Dyke
Chambers Business Manager



"I have found Sprout's IT maintenance and installation service to be both responsive and pro-active, often informing me of problems I didn't know we had. Importantly, Sprout also provided us with timely solutions."

John Irving
Director of Operations



"We always find the service from Sprout to be excellent. They often know about issues before we've even noticed anything and they are very commercial in their advice. Their experience with the chambers market was extremely important to us and they know how chambers work and what the unique demands of our environment are. I have a real confidence in the work they do and they will always send an engineer into chambers at very short notice."

Ben Newham
Practice Manager



"We have worked with Sprout from their earliest days and have recently committed to their Cloud solution. They are responsive and conscientious and provide a great service to members and staff alike. The account management team works hard to keep us informed and deals with any queries quickly and effectively. Highly recommended."

Peter Blair
CEO