

Nock Deighton have outsourced completely our IT hardware and software support to one key provider- NEWLINE ASP for more than 20 years. As a business we have a generic Nock Deighton brand which covers two separate legal entities Nock Deighton 1831 Limited, trading as Nock Deighton being primarily Property Agents, Chartered Surveyors, Auctioneers and Valuers, and Nock Deighton Agricultural LLP – covering Livestock Auctions, Farm Sales, Antiques Saleroom, Rural Surveyors and AMC Agents.

In both sides of our business we are front line customer facing – especially so on market days at our Livestock and Auction Centre at Tasley. The Livestock and Auction market relies 100% on the software developed by Newline ASP as market leader in Livestock Auctions over the past 30 years.

As a result of this initial relationship we also engaged Newline ASP to fully maintain and support our five estate agents offices across Shropshire employing just under 50 staff, (70 if you include the Livestock Market), including our Chartered Surveyors based at Shrewsbury. Similar to the livestock market we operate a fast turnaround Valuation and Survey service for lenders which is time critical for surveys and valuation- we are entirely reliant on Quest software - a none Newline ASP based product.

Within the estate agency offices, we have a variety of software packages including Dez Rez with various separate middleware services like pop-up CRM screens- again none Newline ASP products. We have a significant Lettings and Property Management operation across our offices using CFP software – a non Newline ASP product. We operate our accounts through our Accountants by SAGE on line 50 with a SAP Crystal report interface– which again Newline ASP provides the IT support.

Anil Nayar who is Newline ASP's Midlands based engineer is close to the motorway network. Anil has an exceptional recall of our system and is able to reach all our offices from his Midlands base in a reasonable time. Much however can also be achieved by the online remote access availability.

The above hopefully demonstrates to you the variety and complexity of our business operation and the breadth of skill and expertise provided to me by Newline ASP. I am a particularly demanding client - I have however developed over the years an excellent working relationship with the owners and Directors of Newline ASP -founded by David and Jennie Jones. The business, which is now moving forward with their very well qualified sons Simon and Paul Christian taking a leading role - within their various fields of expertise.

One of my requests a couple of years ago has been followed up- I was looking for Newline to source the wiping of data from obsolete equipment and security destruction of hard drives, also the disposal of the waste electrical equipment with waste transfer notes to comply with the WEEE regulations - as part of our working toward the ISO standard - this has been offered as part of our current programme of hardware renewals.

All hardware is security labelled and recorded by Newline ASP which makes asset management so much easier to monitor and cost. As part of our most recent IT three year periodic upgrade and review Anil visited all offices to verify the hardware portfolio and recommended upgrades improvements. We also have in place various firewalls and security measures that are maintained by Newline ASP with support to check any suspected virus attacks. The team of Directors and key staff - (Richard Partridge who is our superb Account Manager), Ritchie Edworthy and Andrzej provide an exceptionally effective and efficient support service- which has all been at a consistently high level of performance over the years.

We have developed a planned rolling three year programme of hardware replacement to ensure our , expert advice on all IT Broadband we have in place a disaster recovery programme monitored and provided by Newline ASP - which we periodically test- we have through Newline ASP proven our disaster recovery including a forensic recovery under the guidance of Newline ASP. Newline ASP also are engaged to install and upgrade our Cat 5/6 cabling taking particular care to avoid severe bends which they and working seamlessly with our other contractors.

I have absolutely no hesitation in recommending the team at Newline ASP to you in support of your business and confirm that the team go to exceptional lengths to ensure an excellent understanding of our business and that they are a very important part of our infrastructure of support - to keep my team focussed on selling houses and generating profit- Newline ASP provide a wealth of technical skills, knowledge and experience and genuinely care about the service they offer.

I have periodically benchmarked the Newline ASP offering against local competitors – no one has been able to convince me of being able to provide the levels of service and genuine understanding of our complex business model at the competitive pricing offered by Newline.

The support desk systems and processes ensure that any calls for issues and problems are monitored within the agreed response times. Any unresolved issued are automatically escalated to Account manager level to ensure the quality of their service

In return we ensure that all our invoices from Newline are paid promptly and we are happy to pay 80% up front with our orders – we had a very nice note from Jennie Jones in Newline Accounts at Christmas acknowledging our prompt payment and “that you are a pleasure to do business with”.

In my book good service deserves good support.

If you have any specific point which I have not covered please do not hesitate to contact me.

Kind regards

**Graham Taylor** ACIB MCIM MNAEA Assoc CIPD

Managing Director & Company Secretary | Nock Deighton | Chartered Surveyors | Estate Agents | Since 1831



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