

Revo 4me Success Story

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# CTRL-S

“Everything Revo say they will do, they do”

## Introducing Ctrl-S

CTRL-S is a managed services provider offering technology services to a range of businesses across the UK. The business evolved initially as an off shoot of established accountancy firm, Hallidays, to offer IT services to their clients in addition to more conventional professional services. The department grew organically and in 2019 became a standalone limited company. Steady, sustainable growth continued and in 2022, the business was given a more distinct brand and identity. CTRL-S was born, and armed with an ambitious strategy the business entered a period of fast growth. They're now helping an ever-expanding portfolio of clients to get the best possible performance (and minimal hassle) from their technology infrastructure.

## The challenge

Technical Director, Matthew Jones describes 2023 as "the year of growth" for CTRL-S. As they take on more clients and extend their services, they need a service management solution to support their rapid growth and ambition. Although their existing email-based approach to managing service desk requests had served them well when their client base was small, it wasn't able to adapt and scale in the way they needed it to.

## Finding the solution

When CTRL-S MD, Lyndsey Hayes, and service desk manager, Jamie Collins, saw what the latest service management systems had to offer while at DTX digital transformation exhibition, they came back bouncing with enthusiasm. They saw how the solutions could offer CTRL-S exactly the leap forward they needed, and Matt agreed. This triggered an extensive procurement process to find the solution that was the best fit for CTRL-S and the needs of its customer base. The technical specification of the product was critical, but finding an implementation partner with a complementary approach and ethos to CTRL-S was equally important.

"At CTRL-S we partner with all our customers – we become an extension of their team. And this is what I felt we would also get – and are getting – from Revo. I felt we were important to them. And everything Revo said they would do, they have – it's been an excellent start to what could be a really long-term partnership."

**Matthew Jones**  
Technical Director, Ctrl-S

"As you grow, emails into an inbox becomes unsustainable. It was difficult to track and monitor and we couldn't categorise and prioritise requests consistently. Although you could star something as urgent, what was considered urgent was very open to the interpretation of individual team members."

**Matthew Jones**  
Technical Director, Ctrl-S

## Implementing the system

The fact that the service offered by Revo4me is built around collaboration played an important part in Matt and Jamie selecting Revo4me as their service management partner. The pressure was on when they implemented 4me for the first time with a new (and potentially major) client, but this collaborative approach allowed CTRL-S to launch with the confidence that they had the Revo team on hand to help if needed.

## Building consistency

4me has given CTRL-S a more streamlined and consistent process for logging and managing user queries. A standardised priority system for categorising requests means issues are handled according to their potential impact on the customer. This allows the service desk team to prioritise workload in a more consistent and unbiased way.

## Enabling proactivity

A key element of the CTRL-S service offer is proactivity – for them, it's not just about resolving issues promptly for their clients, it's about preventing them in the first place. In Matt's words, "we want to help people before they know they need it." And working with the Revo team, they're now extracting metadata from 4me and using the reporting features to take their proactivity to the next level.

[revo4me.com](https://revo4me.com)

"Not only was it the debut of a new system, it was also potentially 2,000 people phoning us on that date if it didn't go to plan. This didn't transpire because everything worked, but potentially it could have happened. But Nick rang us and said, I'm just going to work from your office on that day, and he just sat in the meeting rooms, and he was there for us in case anything went wrong and we needed to configure or change something. If that's not partnership, I don't know what is."

**Matthew Jones**

Technical Director, Ctrl-S

"Everyone follows the process and because there's a system telling them how to do it, it isn't left to individual interpretation. No matter who is tasked with the request, you get the same result. There's also a much easier sharing of knowledge across the service desk team now."

**Matthew Jones**

Technical Director, Ctrl-S

"With the reports and all the metadata gathered from requests, I can go to a client and say we can see this is becoming a problem for you, so let's go and see if we can do anything about it. Our previous system was reactive – there was never any way we could have done this."

**Matthew Jones**

Technical Director, Ctrl-S

## Managed service

CTRL-S saw the potential of the 4me system from day one, but they also acknowledged there was a lot of complexity driving it. They realised the best way to get the most out of the system in the quickest time was with the professional support of Revo consultants. Working together, Revo and CTRL-S developed a managed service agreement that met their needs and requirements. One of the outcomes of this relationship so far (it's still early days) is that CTRL-S is now able to onboard new clients to 4me more independently and more efficiently.

"As well as tech support and making sure everything is working, Revo is also there to support our team members. Jamie now onboards new clients himself. But when we were first doing it, he'd have Paul from Revo helping him. This gave Jamie the confidence to do more and now he's done so many with Paul, he can do them on his own."

**Matthew Jones**  
Technical Director, Ctrl-S

### Highlights from this success story:

Built to help CTRL-S pursue an ambitious and fast growth strategy

Provides a more efficient and more systematic process for managing support requests

Requests are prioritised and dealt with in a consistent and standardised way

Open access to Revo consultants during implementation and beyond

Use of reporting and metadata to deliver a more proactive service to end users

A customised managed service, designed to develop 4me to its full potential

Easier and better knowledge sharing across the service desk team

Training and support to enable more rapid onboarding of new CTRL-S clients onto 4me

An approach based on long-term partnership and working as an extension of the team

### Over to you

Are you ready to find out how working with Revo 4me could transform your service management.