

IT Managed Services Service: Exit Readiness Consultancy

PROBLEM

This 10-year-old IT service company has strong recurring income and diverse, high-quality clients and suppliers. Yet, rising competition has halted sales growth and reduced profits. The company also struggled to find tech staff who fit its culture. Management wanted to exit within 2 years to pursue new ventures, making timely strategic enhancements of the business essential.

SOLUTION

Acquisition Strategy: We helped the client shift focus to securing Enterprise clients, which opened doors to larger markets. This strategic pivot was facilitated by targeted acquisitions that enhanced cross-selling opportunities and synergies.

People Management: We addressed the high turnover of tech staff by fostering a culture akin to a training academy and strategically placing tech resources in high-density tech areas. This approach has significantly improved retention and expertise.

Sales and Process Efficiency: We streamlined the sales, helpdesk, and CRM processes with a systematic approach, eliminating redundant tools and personnel. This has greatly boosted our operational efficiency.

OUTCOME

We facilitated a doubling of EBITDA within two years. This strategic shift enhanced the business's value by £5 million.

AT A GLANCE

Challenges

- Strategic Refocus
- Talent Cultivation
- Efficiency Overhaul

Benefits

- 2X EBITDA Increase
- Reduced Staff Turnover
- Wider Buyer Pool



Our swift and substantial increase in company value is remarkably impressive.

Gavin Tedstone
IT Managed Services