

Action 2 Mobility Case Study

Action 2 Mobility, based in Rushden, Northamptonshire, is a specialist retailer and repairer of mobility products, including wheelchairs, electric recliners, stairlifts, and much more. Neuways has worked with Action 2 Mobility for five years, keeping their business running so that they can continue to provide much-needed services to the vulnerable.

Action 2 Mobility initially reached out to several Managed Service Provider (MSPs), including Neuways, to manage their IT support. They found that other providers either couldn't offer the scale of solution that Action 2 Mobility required or quoted vastly inflated prices.

Neuways was able to provide the flexibility and bespoke service that Action 2 Mobility needed. As part of the MSP solution, Neuways conducted a business needs analysis and identified that an efficient business continuity solution was required.

Neuways delivered and installed a Datto backup device, ensuring that Action 2 Mobility could conduct business-as-usual for its customers in the event of an IT disaster such as a malware attack, hardware failure, or even on-site damage.

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“I've been really impressed with Neuways level of service in the time we've worked together – they've always provided us with swift resolutions and, particularly, kept us well-informed throughout the process.”

Clare Shortland, Administrator, Action 2 Mobility

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“We aren't a particularly IT-focused business but when the technology you do use stops working, you realise how reliant you are on it. Despite our technological needs falling on the smaller side, Neuways was more than happy to help – and at half the price of the other IT support providers that I contacted!”

“We didn't choose Neuways because of cost though – it was the value proposition that they offered through a willingness to look at our needs as a small business.”

Clare Shortland, Administrator, Action 2 Mobility

Since the beginning of the partnership in 2014, Neuways has provided live support when they needed it most, in the form of the technical support desk. Neuways also continues to deliver IT expertise and advice keeping Action 2 Mobility's IT systems both safe and running efficiently.

The support that Neuways has provided in the last 5 years has allowed Action 2 Mobility to focus on what they do best.