



>>Client Testimonial

How long have you been a client of B-Logic?

We have been a client of B-Logic for many years, at least 10, even before we became part of Bidvest in 2008.

How did you come to be a client of B-Logic / where did you hear about us?

Initially they provided a backup solution only for Rotolabel, then during the course of 2018 I made contact with Andrew Bremner, B-Logic Operations Director, as we wanted to have a comprehensive IT audit done to determine the gaps in our systems and to formulate an action plan based on that. Then, at the end of 2018, when our IT Technician resigned, I had already worked closely with the B-Logic team on our IT Improvement plan, and it was a logical and practical arrangement to get them to take over our on-site IT Management functions in their entirety. They placed a full-time technician on-site, and this arrangement has worked very well for us since then.

How do you feel B-Logic has enhanced your business?

The benefit of having BL involved with our business is that we have a very knowledgeable Technician on site; they have implemented an IT ticket logging system where all IT-related matters are captured, logged at the helpdesk, prioritized and finally allocated and executed – this has improved the resolution of issues dramatically compared to what we had in the past; we have access to specialists in the group, we have improved our patch management system; our servers and hardware are monitored remotely; they are assisting with implementation of IT-related policies, and we have two-weekly IT management meetings to discuss operational and strategic issues, etc. They are very hands-on and accessible.

What sets B-Logic apart from the rest?

We genuinely feel that they are a part of our business. They are involved, with personalized service, and have our interests at heart.

Would you recommend them to other companies?

Absolutely!

Wicus Maritz | Chief Executive | Rotolabel Cape Town