

TESTIMONIAL

by Stephen Gollop, CEO, Tyche Group, SFC licensed investment adviser in Hong Kong

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I first came across Martin Abert on the Squash court and warmed to him as a very genuine person, although I remember thinking 'I hope he was considerably more skilled in the world of computers than in the world of squash'.

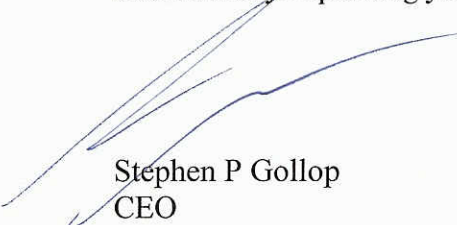
Over time I met various members of FunctionEight, and it was clear that they had a very good team of people. Our advisers at the time were fine and whilst a change to FunctionEight was desirable, we could not really justify ceasing the contract with a firm we were happy with. The team at FunctionEight never pressurized us and in particular Martin would provide valuable snippets of advice from time to time and the whole team was happy to provide second opinion when necessary.

I am a complete technology moron and as such the majority of the second opinions requested were not asking for options or better solutions, but simply understanding the one put forward. Left on their own, they are undoubtedly computer nerds, but the first thing that really impressed me was their unique ability to communicate with normal human beings! In the past the most patient Techy would be suggesting that he discusses the matter with someone else within 5 minutes. FunctionEight as a whole team communicate in normal business language and that means I can stay involved and understand what a system will/can achieve.

The opportunity to test them came when we had to change the company name as a matter of urgency, with a definite deadline. We assumed all was progressing without hitch until a chance conversation with Martin identified an enormous problem which had been completely overlooked by our own advisers. The matter had to be addressed with incredible urgency and involved an awful lot of work. It soon became apparent that it was simply too much for the existing team to cope with, or even try to cope with. This was a problem created 100% by the advisers, but when it came to the fix, it became clear that their laid back approach was irreversible and unbelievable frustrating for us.

We knew FunctionEight were busy, but not only did they agree to help, but offered before we asked. They worked incredibly hard for us and even when speed was so important and it wasn't their mess that they were fixing, they were still prepared to listen to us and implement small changes to what was hoped was completed work, because we thought it would look better. Ultimately they saved us from losing our email address overnight, which would have been disastrous and we will always be so grateful to them.

The moral of this tale is easy, acceptable standards are not good enough and unless your IT team is really impressing you, change to FunctionEight immediately, don't wait until you have to!



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