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Customer Success Story

SJL Insurance Services





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Overview

EBC Group supported SJL Insurance Services in upgrading their IT infrastructure to keep pace with the company's growth. SJL Insurance Services' previous IT provider, while reliable, struggled to match the increasing demands of a larger, more complex operation. This led SJL Insurance Services to seek out a partner who could deliver the specialised expertise and scalable support they needed to ensure seamless daily operations.

EBC Group stepped in with a tailored solution, offering SJL Insurance Services access to a larger, multi-disciplined team, enabling faster responses and immediate problem-solving across various IT functions. EBC Group's services included close collaboration with SJL Insurance Services, which provided them with the peace of mind that all technical issues would be swiftly managed by EBC Group, even in their IT manager's absence. This responsive support drastically improved efficiency and reduced operational disruptions, enabling SJL Insurance Services' staff to stay focused on their core responsibilities.

Following the implementation, SJL Insurance Services seamlessly moved to EBC Group's account management team, ensuring ongoing, proactive support tailored to their unique requirements. Now, with EBC's scalable IT solutions in place, SJL Insurance Services is well-positioned to pursue growth confidently, knowing their IT infrastructure is managed by a team committed to their success.

"The main solution for us was that we were dealing with a bigger team with different areas of expertise. We get quicker answers to questions and quicker solutions to problems."

– **Karl Evans** (Managing Director)

About SJL Insurance Services



SJL Insurance Services is an innovative, forward-thinking insurance broker based at the historic Kays building in Worcester, UK. SJL are dedicated to delivering comprehensive property and commercial insurance solutions, serving both direct clients and a network of other brokers across the UK. SJL's expertise spans a wide range of industries and needs. They not only assist direct clients with tailored insurance options but also support other insurance brokers by providing access to specialised markets, ensuring coverage that meets each unique requirement.

In 2023, SJL was recognised as the 'Commercial Lines Broker Claims Team of the Year' at the prestigious National Insurance Awards. This accolade is a testament to their high service standards and unwavering commitment to clients, even in complex claims scenarios.

SJL takes pride in their outstanding customer service, reflected in over 1,000 Feefo reviews with an impressive average rating of 4.8 out of 5 stars. This high rating highlights the trust and satisfaction of their clients and reinforces SJL's reputation as a reliable, client-centred broker.

Their team of experts has access to a vast selection of insurance products, enabling them to find the optimal policy for each client. SJL's team invest time in understanding individual client needs and offer a personalised approach, complete with a dedicated account and claims manager. This ensures a seamless and responsive experience from policy selection through to claims management, allowing clients to feel fully supported every step of the way.

Challenges at a Glance



Growing concern about their IT provider's capacity to support their business

Over time, SJL Insurance Services' growth outpaced the capabilities of their small IT provider, creating a mismatch between their needs and the support available.



Increased vulnerability due to reliance on a small team

With a limited number of IT staff, SJL Insurance Services risked service interruptions if key personnel were unavailable, causing operational uncertainty.



Occasional emergencies could not be addressed promptly

SJL Insurance Services experienced delays when critical IT support was needed, as their provider's limited availability extended wait times during emergencies.

Solutions at a Glance



Quicker responses & solutions

Having access to a team with a variety of specialisations meant that SJL Insurance Services could tap into expertise across different IT areas, leading to faster and more efficient problem-solving. This eliminated delays often caused by skill gaps, ensuring a more seamless support experience.



Reliable backup for IT support & Peace of mind

With EBC on standby, SJL Insurance Services no longer needed to worry about IT disruptions when their internal IT support wasn't available. Knowing that a dependable team could step in at any time created a sense of security, helping the internal team focus on front-line support without concern for critical issues being overlooked.



Ability to handle issues promptly and effectively

EBC's understanding of SJL Insurance Services' business model and workflows meant they could quickly identify and address issues in ways that aligned with SJL Insurance Services' operations. This knowledge helped avoid generic troubleshooting, leading to more effective solutions that directly met SJL Insurance Services' requirements.



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The Challenge

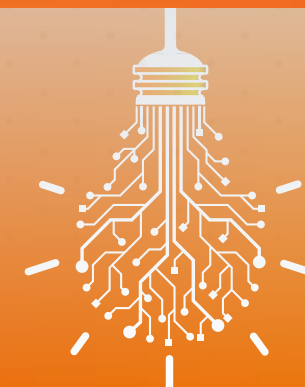
SJL Insurance Services had been working with their original IT provider since the company's inception in 2001. For many years, this relationship served them well; the small IT firm provided reliable support, and they felt comfortable with the level of service. However, as SJL Insurance Services grew and their team expanded, the limitations of relying on a small provider—comprising only a few partners—began to surface. While the IT provider's service remained strong, SJL Insurance Services became increasingly concerned about their vulnerability as a growing organisation. With a larger team and more complex operations, the potential risks of relying on a provider with limited personnel became apparent. SJL Insurance Services recognised that, to keep pace with the demands of their expanding business, a more robust and resourceful IT solution was necessary.

Although the impact on day-to-day operations was typically minimal, the occasional emergencies highlighted these challenges. There were instances where urgent issues arose, and SJL Insurance Services needed immediate IT support. However, if one of their IT contacts was on holiday or occupied at another client's site, response times were delayed, creating unnecessary disruptions. These moments revealed a gap in the level of coverage and continuity that SJL Insurance Services needed to operate with confidence. It became clear that, while the small provider could handle the regular needs of a smaller organisation, SJL Insurance Services' growth required a solution that could provide consistent, on-demand support without the vulnerabilities of limited staffing.

This situation prompted SJL Insurance Services to look for an IT partner capable of scaling alongside them. They needed a provider with a wider pool of expertise and a larger team, able to provide rapid responses and backup resources whenever needed. The goal was to find an IT partner who could not only handle emergencies but also support SJL Insurance Services' evolving business with the reassurance of robust and responsive IT management.

“From top to bottom, the team at EBC are always really helpful and always follow the service level protocols and escalation that we have in place.”

– Karl Evans (Managing Director)



The Solution

Recognising the need for a more reliable solution, EBC Group stepped in with a comprehensive IT support strategy tailored to SJL Insurance Services' specific requirements. By providing a larger team equipped with diverse areas of expertise, EBC Group was able to offer immediate assistance and efficient solutions to a wide range of technical issues. This collaborative approach not only streamlined SJL Insurance Services' operations but also ensured that employees received quick answers to their queries, which was crucial in maintaining productivity and minimising disruptions.

One of the key advantages of partnering with EBC Group was the enhanced peace of mind it brought to SJL Insurance Services. With a dedicated IT support team at their disposal, SJL Insurance Services could focus on their core business functions without the constant worry of technical setbacks. In addition to handling routine IT issues, the EBC Group team provided proactive support, ensuring that potential problems were identified and addressed before they could escalate into major disruptions. This proactive stance not only improved system reliability but also significantly reduced the downtime that could affect customer service and operational efficiency.

EBC Group took the time to familiarise themselves with SJL Insurance Services' specific workflows and operational challenges, allowing them to provide more tailored support, fostering a deep understanding of SJL Insurance Services' unique business landscape. This understanding ensured that technical solutions were not just reactive but strategically aligned with SJL Insurance Services' goals. The result was a more integrated IT infrastructure that supported the company's growth and operational needs, enabling SJL Insurance Services to respond more effectively to client demands and market changes.

Ultimately, EBC Group's comprehensive IT solutions helped SJL Insurance Services regain control over their IT environment. With a reliable support system in place, SJL Insurance Services felt empowered to innovate and expand their services without the looming fear of technical failures. This partnership has not only revitalised SJL Insurance Services' IT operations but has also established a foundation for long-term collaboration, ensuring that as SJL Insurance Services continues to evolve, EBC Group will be there to support their journey every step of the way.



We know that EBC will sort any issue we have promptly and have a decent grasp and understanding of our business.

– Karl Evans (Managing Director)

The Seamless Switch to EBC Group

When SJL Insurance Services decided to transition their IT services to EBC Group, they were guided through a well-structured onboarding process that ensured clarity, minimised disruptions, and maintained smooth operations throughout the switch. EBC Group provided comprehensive support, including a clear outline of the transition stages, time frames, and new contact details, which allowed SJL Insurance Services' team to have full transparency and confidence in the process. The EBC team took extra care to communicate potential risks and mitigations, allowing SJL Insurance Services to feel prepared every step of the way.

Throughout the transition, EBC Group demonstrated a high level of professionalism and helpfulness, with a focus on minimising disturbance to SJL Insurance Services' operations. The seamless switch reflected the enhanced reliability EBC brings to the table. Following established service level protocols and escalation processes, EBC Group ensured a consistently high standard of service from their team, leaving SJL Insurance Services not only satisfied with the transition but also reassured about the ongoing IT support that EBC provides.



Angela Cutler has been on hand whenever needed and couldn't be more helpful. Signposting within EBC is really good so you can easily find a point of contact to deal with an issue.

– Karl Evans (Managing Director)

Account Management

Following the successful implementation of IT services, SJL Insurance Services was seamlessly transitioned to EBC Group's account management team, ensuring that the move to "business as usual" was both smooth and supportive. Angela Cutler of EBC Group was assigned as SJL Insurance Services' dedicated account manager, she has been readily available whenever assistance is needed, consistently providing helpful and responsive support. EBC Group's efficient signposting system further simplifies finding the right contacts within the business, enabling quick resolutions and reliable points of contact for any issues or questions.

SJL Insurance Services has expressed high satisfaction with both the IT solutions provided and EBC Group's support. Looking forward, as they continue to pursue ambitious growth targets, they view EBC Group as an essential partner in helping them maintain agility and adaptability in an ever-evolving industry. The strong account management and dependable IT support from EBC Group play a crucial role in enabling SJL Insurance Services to achieve these goals.