

# Strategic Advice for a Successful Business Looking to Scale Up

evolve

## The client



Through their workspaces and business support programmes Plus X innovation hubs help ambitious entrepreneurs and companies to grow.

They create inspiring workspace that unlocks potential; drives business growth and innovation, community collaboration and positive social impact.

## Their challenge



- Ensure their teams were supported by a consistent and high-quality set of technology tools
- Enhance their technology to support new services to offer their clients
- Create a blueprint for innovation hubs to support an aggressive growth plan over the next 5 years

## The solution



While we were able to offer the benefits of our core IT Support and Cyber Protection plans, what made us a great fit for Plus X was the combined business expertise of our MD and Customer Success Director to deliver a fractional CTO and CIO service.

We initially invested time to meet the Plus X executive team to get to know the business and understand what was needed to deliver their strategic objectives. We then delivered a strategic roadmap starting with bringing enhanced stability and security to their current operation. This includes a review of the suitability of their key customer facing applications.

We also provide ad-hoc advice, as part of their senior management team, on strategic issues as they arise. Bringing in IT specialists as needed, for example WIFI and Audio Visual.

Our next key objective is to find and work with suppliers to design and deliver a technology template for new locations. This is all done as part of a strategic roadmap jointly managed with the customer.

## What they had to say



We talked to Jason Incles, the Operations Director at Plus X to get his feedback:

*"What convinced us to work with David and Neil at Evolve was that they both had a clear understanding of business as well as technology. We didn't just want to engage with a supplier that purely understood technology; we also wanted good people to enhance our management team. We needed their expertise and working on a fractional basis fits perfectly with our business model."*

*Best of all, however, they immediately understood our culture which revolves around collaboration, innovation and positive social impact"*