

### **1. What was the problem you needed to solve?**

As a new Statutory Adult Safeguarding Board we wanted to build an independent web presence with a dedicated joint Safeguarding site with Lewisham Children's Board. We also needed to update our brand and design assets.

### **2. Why did you choose the business you did?**

TaylorFitch offered us much more for our very small budget than other companies we approached with no hidden costs and a minimal annual financial commitment.

TaylorFitch gave us professional guidance and advice in developing our site and were happy to support us while we worked through our project brief.

### **3. How did they solve your problem?**

TaylorFitch have provided us with a high quality, responsive website design and build service. The site was up and running within 24hours. We are very happy with the final product and the site is proving very popular. We have received great feedback on the design of the site from our Safeguarding Peers.

We needed a way to measure success, TaylorFitch offer built in analytics to their product.

We are especially pleased with the way the site looks and performs in both the mobile and tablet versions.

### **4. How was their solution unique?**

TaylorFitch offered 121 training on using the site and unlimited telephone support which none of the other providers did.

Our site is fully accessible and is compliant with The Worldwide Web Consortium's (W3C) Accessibility guidelines. The site is also available in different languages which was very important to us.

TaylorFitch also offered tools such as text and image resizers so we do not have to waste time using other programs like you do with many other providers. TaylorFitch regularly update their Content Management System so our site is able to keep up with new technology trends.

With the inbuilt analytics we do not have to use other systems to monitor the success and content of our site which as a small team is invaluable.

### **5. What did you particularly like about their approach or delivery?**

We were fully supported throughout the whole process. Taylorfitch do most of the work with minimal input from ourselves; the outcome being a great site and a very happy Safeguarding Board.

### **6. How would you summarise the experience as a whole?**

It has been great working with TaylorFitch, our knowledge and confidence has increased greatly. The whole team are confident using the system as it is so easy to use unlike other CRMS systems we have used. We have enjoyed the whole experience.

**7. Would you recommend the business to others? If so, who?**

We would not hesitate to recommend TaylorFitch; in fact we already have! We would recommend them to our peers and organisations who are looking for web expertise, a modern responsive product with great value for money.