

CASE STUDY

Fifteen Years of Trust: How NetAccess Powers Wickham Investment Council

When business continuity is non-negotiable, Wickham Investment Council relies on NetAccess.



94% Live Call Answer Rate



99.999% Uptime



30+ Years In Business



750 Companies Supported

Overview / Summary

Wickham Investment Council is a financial services firm where operational downtime carries serious consequences. As President Neil Wickham puts it, being down simply is not an option. For over 15 years, NetAccess has been the IT partner keeping that standard intact.

That relationship spans the full breadth of Wickham’s IT requirements - from digital phone services and cloud computing to managed services and internet connectivity. NetAccess delivers it all under one roof, freeing Wickham to stay focused on its core business

The Solution

NetAccess delivered a fully consolidated, hybrid IT setup tailored to Wickham Investment Council’s operational and financial priorities.

- **Digital Phone Services and Internet Connectivity:** NetAccess provided the communication and connectivity backbone Wickham depends on daily, ensuring reliable, uninterrupted access across all critical channels.
- **Cloud Computing and Managed Services:** Through a hybrid IT approach, NetAccess built and managed a cloud environment aligned to Wickham’s business continuity requirements, removing the burden of IT complexity from the firm’s core operations.
- **Strategic IT Advisory:** Beyond execution, NetAccess guided Wickham on best practices and technology decisions, ensuring every solution delivered was both operationally sound and budget conscious.

Looking for an IT Partner You Can Actually Trust?

NetAccess brings local expertise, proven reliability, and solutions built around your business.

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Business Challenge & History

For an investment firm, technology is core infrastructure that directly supports client trust and financial operations. Any disruption to systems means disruption to business, and that was a risk Wickham Investment Council could not absorb.

Beyond reliability, Wickham needed IT solutions that addressed both operational continuity and budget realities simultaneously. Finding a single partner capable of advising on best practices while delivering across every critical requirement was the challenge at the center of it all.

The Benefits or Outcomes

NetAccess gave Wickham Investment Council a dependable, fully managed IT environment that eliminated downtime risk and kept operations running without interruption.

With a single partner handling every technology requirement, Wickham gained the freedom to focus entirely on its core business while staying confident that budgets and performance standards were both being met.

Going Forward

With over 15 years of partnership already behind them, Wickham Investment Council and NetAccess are positioned to evolve together as technology demands continue to grow.



“NetAccess provides our full range of requirements from Digital Phone Services, Cloud Computing, and Managed Services to Internet Connectivity; this one stop shop allows us to focus on our core business, not the complexities of IT.”

Neil Wickham, President,
Wickham Investment Council