

**support
wise**

IT Services



“I am very happy to recommend SupportWise for their speed, professionalism and value,”

Andy Entwistle, Founder

With over 20 years' experience Royal Wootton Bassett based [Salient Sales](#) provide training, coaching, and mentoring in sales, marketing, and business development.

Salient Sales design their courses with a focus on teaching ethical and integrity-based sales techniques. While also providing training in an accessible, down-to-earth format, ensuring businesses of all sizes can benefit.

The Challenge

Salient Sales approached SupportWise for the solution to an ongoing issue they were experiencing.

Office 365 applications were reporting frequent 'not responding' errors. Unsure if it was an internet or the hardware issue the persistent error began to cause frustration and disruption to the workday.



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The Solution

Salient Sales contacted SupportWise as they have invested in the monthly Remote Support Package.

After taking into consideration the laptops specifications, applications and software installed on the device as well as any updates it had ran recently, SupportWise concluded too little RAM was available to deal with real-time applications.

The Result

SupportWise sourced and then fitted extra RAM in the laptop, which successfully cleared the 'not responding' issue.

The laptop is now behaving as expected, ensuring a complete replacement of the device wouldn't be required, and allowing Salient Sales founder Andy Entwistle to get back on with the important task of running his business.



"This has been just one of several tech issues that have threatened to derail Salient Sales & Training.

Each one has been delt with by SupportWise in a professional and time-effective manner. I believe it has saved me much potential 'ad-hoc' cost as well as saving me time and stress.

I am very happy to recommend SupportWise, they are there to help you avoid dreaded tech-stress and get you back up-and-running as soon as is possible,"

Andy Entwistle, Founder

