



Testimonial for Owen Conti of Code 56

9 February 2018

At Virtual PA Derby I pride myself on my passion for all things admin, saving businesses time, and strive to provide excellent customer service.

This ethos is clearly matched by Owen Conti, of Code 56.

I recently enlisted Owen's help to solve an Outlook problem I had encountered. One of my new, virtual, clients had set up a company email account for me to use, along with the credentials I needed to be able to start using this. Having used Outlook for many years, I was used to adding new email accounts and didn't envisage this being a problem – I was soon proved wrong! I had spent a lot of my time trying to solve the problem.

I finally gave up, admitted defeat and asked for help from someone I trust, who is an expert in the field of all things IT. I asked the Nerd himself for some advice. Owen was soon on the case. I gave him all the information I had; he very quickly came back with a solution, and further advice if there was still an issue. I followed the advice Owen gave me but there was still an issue, so I simply went onto the website and requested remote support.

I was extremely impressed not only with how quickly Owen responded to this, but also how quickly he managed to remote onto my laptop and resolve the issue. If I had enlisted Owen's help at the outset, I'd have saved myself a lot of time.

One thing that really stood out, and impressed me, was how Owen went the extra mile. To ensure my client understood what the issue was, Owen sent me an email explaining this in detail and was happy for my client to have his contact details, in case there were any further issues.

I cannot stress enough how much the value of Owen's expertise in finding a solution for my problem, far outweighed the time and costs to my business. Undoubtedly, without his input it would have taken far longer to find a resolution.

Quite simply, Owen is extremely passionate about what he does and this shines through. He puts the focus of his customers at the forefront of everything he does. I have, and will continue to, happily recommend Owen from Code 56.

A handwritten signature in blue ink, appearing to read "KA".

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