



Business Support Experts Work with Citadel Technology to Improve Security, Productivity and Confidence Through Proactive IT Support



Responsive
day-to-day
IT support



Stronger
cyber
security



Trusted local
technology
partner



Introduction

Business Support Experts, BSE Group, is a specialist tax relief consultancy founded in 2017 by CEO Mark Joyner, helping organisations identify and recover valuable tax relief through Capital Allowances, Research and Development Tax Relief and Land Remediation Relief.

Since then, BSE has supported more than 1,200 UK clients, from start ups to multibillion pound global firms and PLCs, identifying over £500m in eligible expenditure and unlocking more than £85m for clients.

Its technical expertise includes Director of Professional Services **Bradley Maughan**, an ACA qualified accountant with experience at PwC and RSM. **Scott Barlow**, Associate Director of Operations, oversees the business's technology and operational support, helping ensure systems remain secure, reliable and able to support continued growth.

The Challenge

As Business Support Experts grew, the organisation became increasingly reliant on technology to support its team, safeguard sensitive client information and maintain day-to-day operations. Growing demands on its systems led the business to review its approach to IT support, cyber security and business continuity.

"We were looking for a reliable and proactive technology partner that could provide responsive day-to-day support while also helping us plan for future growth."



The Solution

After initial contact and follow-up discussions with Citadel Technology, Business Support Experts chose the company as its managed service provider. Citadel stood out because of its local presence, responsive approach and willingness to understand the business in detail.

They now provide day-to-day IT support, Microsoft 365 management, cyber security services, backups and business continuity measures. The onboarding process was carefully managed, with the team reviewing existing systems, business requirements and potential risks before planning the transition. Communication remained strong throughout, helping the migration complete smoothly and with minimal disruption.

The Results

Since the service went live, Business Support Experts has benefited from responsive support, faster issue resolution and a more secure IT environment. Reduced downtime and improved productivity have helped the team stay focused on supporting clients and delivering services.

"Citadel's responsive and proactive approach has helped minimise disruption, given our team greater confidence in our systems and allowed us to focus on running the business, knowing that our IT is in safe hands."

Beyond technical support, Business Support Experts also values the relationship it has developed with Citadel Technology.



Regular quarterly communications from senior management provide opportunities to check everything is running smoothly and raise feedback where needed. Citadel's proactive management approach has also given the business greater confidence that its systems, data and users are properly protected. Having dependable backup and business continuity measures in place helps ensure critical information remains secure and accessible when needed.

The Future

While no immediate IT projects are planned, Business Support Experts expects to continue working closely with Citadel Technology as the business evolves. With a secure and proactively managed IT environment in place, the team can focus on supporting clients while Citadel Technology manages the technology infrastructure.

"Everyone we have interacted with at Citadel Technology has been professional, friendly and personable. They have been an absolute pleasure to work with and have become a trusted partner to our business."

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