



Case Study



The client

[PiSYS.net](#) is an Aberdeen-based managed service provider for IT, providing helpdesk services and online support for SMEs, dealing with both people and IT.

[Bruce Skinner](#), MD of PiSYS.net, says, “Most people that set up helpdesk businesses have great technical skills, yet what really matters in our business is the people that you work with. We come at things from that sort of slant, focusing on looking after the person, and more; taking the trouble to provide a quick solution for clients, as well as repairing technical faults, which can often be two separate things. For example, a client may phone us with a problem: their laptop isn’t working properly, and they’ve got a tender to submit in the next two hours. Our solution will be first and foremost to provide the client with a properly set-up new computer so that they can get on with their task in hand. Once that’s been done, we can then concentrate on the fault, which may take a full day to repair, yet the client is not inconvenienced any more than they have to be.”

PiSYS.net has an in-house team of four and a subcontracted team of a further 22 employees.

The challenge

Bruce explains that as a helpdesk service provider, PiSYS.net essentially is a people business rather than just a technical service. He believes that understanding who your people are, and how they interact with colleagues and clients is vital. He says, “We had some minor staffing issues, which, because we have grown to a team of 22 subcontractors, is hardly surprising.”

Bruce wanted to get a better understanding of how his people thought and felt – and have them understand the management team better as well. He shared his ideas with a business friend, who recommended PiSYS.net should get in touch with [Cognition Coaching](#) for an initial conversation.

The solution

Bruce recognised that using simple HR techniques, while useful when there are legal issues, would not be suitable for what he wanted to achieve.

He says, “We used Cognition Coaching because we realised that as you grow a team, you need to understand the people you employ more and more.



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Nicky came to see us – and I listened to her to understand what she was all about. We had a great discovery session, which was inexpensive, and gave us a real sense that this was really the way to go. She came back in and used the C-Me approach with our team, which worked very well.

The outcome

“The colour assessments have really resonated with people. For me, I want my staff to feel valued and through doing this, we’re able to say *we want to know about you and learn about you*. It really made the staff feel valued and made them understand how we all work. So, I am one colour and the technical staff are a different colour. Now they understand where I am coming from. And for me, it’s made me understand the technical staff more, such as understanding that they need more notice to do things; they can’t turn on a sixpence - information is king for them. It’s made us all understand each other much better – and they understand what I do too.

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“We’ve had a lot of lightbulb moments over the past couple of years, and this has been one of most significant. Our teams got on with it really well and every time I take on a new member of staff, I let them have a couple of months to settle in and then we organise another discovery session, to rediscover our colour profiles along with our new member of staff – and I sit with Nicky for the morning too; it’s really good.

“Nicky has a good understanding of the HR side too with her background, yet she really understands the softer side too. When she’s doing her consultation, she asks questions that aren’t too leading but make you come to the answer you would say naturally anyway. It’s like any kind of consultancy, if they’re good, they don’t advise, they basically facilitate you to understand what to do yourself within your team. For me, the nutshell of it is that we’re people, we’re dealing with people and Nicky’s assessments work really well for us to do our jobs.”



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