

The Challenge: Scaling for Strategic Growth

Prior to engaging Apex Computing, Roma Finance managed its IT support in-house as part of its facilities management function. While this was suitable during their earlier growth phases, it began showing limitations as the company expanded in both headcount and digital complexity. Roma needed:

- A scalable IT infrastructure to support team growth
- Stronger cyber security tailored for the financial sector
- Flexibility to accommodate hybrid working patterns
- A collaborative partner, not just a vendor

Why Roma Finance Chose Apex

Roma Finance evaluated several providers but chose Apex Computing based on **trust**, **transparency** and **commercial clarity**. Apex was open about what it could - and couldn't - deliver, which built confidence from the start. The decision was further cemented by Apex's:

- Transparent and scalable pricing model
- Willingness to align with Roma Finance's technology roadmap
- Clear communication and structured onboarding process

"When we first met Apex, it felt like we'd found a partner we could growth with."

Adam Bates

Business Architect, Roma Finance

Onboarding Experience

Apex ensured a smooth IT transition from Roma Finance's outgoing provider by:

- Communicating timelines and next steps clearly
- Minimising disruption to business operations
- Taking ownership of most technical transitions without burdening Roma Finance's team

The Results

- ↑ Robust and scalable IT infrastructure
- ↑ Cyber Essentials Plus certification
- ↑ Increased confidence in cyber security
- ↑ Full support for hybrid and remote workers
- ↑ Strong long-term partnership

case study

Empowering Roma Finance's Growth with Scalable, Secure IT Solutions

Roma Finance is a specialist commercial lender established 15 years ago, helping clients realise their property ambitions - from auction purchases to land development. As the business scaled rapidly and envisioned a more technology-forward future, Roma Finance needed a managed service provider (MSP) that could match its ambitions, enhance its infrastructure, and improve cyber security - all without disrupting day-to-day operations.

"One of the most immediate benefits of working with Apex was their approach to cyber security... There have been occasions where an issue was resolved before we were even aware of it... Apex are highly responsive to support tickets and clear about prioritisation. Emergencies are dealt with immediately, and lower-priority issues are resolved within the agreed SLA."

Adam Bates

Business Architect, Roma Finance

Solution Highlights

Infrastructure Overhaul

One of the first major projects Apex delivered was a complete office wifi overhaul - ensuring the network was robust, secure, and scalable. Despite the inevitable teething problems, Apex's hands-on, on-site approach ensures swift resolution and minimal disruption

Cyber Security Excellence

With a focus on financial services, Apex implemented a layered cyber security approach, providing:

- Proactive threat monitoring for instant alerts
- Transparent reporting for compliance and visibility
- Peace of mind with issues resolved before detection by the clients

Apex also guided Roma Finance through both Cyber Essentials and Cyber Essentials Plus certification, significantly enhancing its security posture.

Supporting a Hybrid Workforce

Roma Finance operates across office, home, and field environments.

Apex provided:

- Seamless remote support, including outside regular hours
- Device deployment and configuration for field agents
- Rapid-response services for emergencies and accidents

This flexibility empowered Roma Finance's team to stay connected and effective - regardless of location.

Relationship-Driven Service

Beyond ticket resolution, Apex demonstrated genuine partnership.

Examples include:

- Personally delivering laptops to team members at home
- Responding with empathy and urgency when the client had an incident
- Maintaining clear SLAs and always prioritising emergencies

"It's not transactional, but ongoing and collaborative... Speak to Apex. If you're looking for a long-term, professional IT relationship, it's hard to go wrong. They've been transparent, reliable, and a true partner throughout."

Adam Bates

Business Architect, Roma Finance