



lep growth hub
business gateway
supporting business growth

Case Study



UKBITS

Part-funded by:



European Union
European Regional
Development Fund



“As a small business, we wear lots of different hats. It is easy to get away from my core role of sales, but I want the business to succeed and Aruna reminds me about what needs to be done to help us grow.”

**Helen Sutton,
Sales Coordinator**



Recovery grant helps IT business serve more customers

A forced office move and reduced revenues due to the global pandemic meant business IT support provider UKBITS, faced an uncertain future. However, with the benefits to the environment caused by the lockdown coming into focus, the business developed an idea to not only do their bit for the planet but also develop another source of income.

UKBITS was founded in 2006 by Simon Kilmister and Pete Rowell. Technician Tom Brecknell and Sales Coordinator, Helen Sutton make up the team of four. The IT company focuses on all aspects of business IT support, from desktops and laptops through to servers, cloud-based solutions and anything in between.

Since its inception, the business has had a close relationship with the Business Gateway Growth Hub, and values the advice and guidance offered.

Helen commented: “It was during a regular catch up with Business Adviser, Aruna Bhagwan we found out about the Leicestershire Recovery Grant and our ideas began to formulate around a recycling project.”

‘Ashby IT Recycle’ was created after the team successfully received a £3,000 grant. It works on a repair, resell or recycle principle. When clients upgrade equipment, they often want to get rid of their old items. Ashby IT Recycle take these off their hands and repair them for resale or, after wiping them of any private data, break them down into components for recycling. This service along with IT advice is open to individuals as well as businesses, opening them up to a wider audience.

The small grant has been used to set up a new recycling area in their warehouse with the purchase of a computer, label printer, camera and racking for storage. The project has gone down well, and the business will continue to offer this service going forward with the potential to create a new role in the

future. Over the last 6 months Ashby IT Recycle has helped 105 new local customers and is establishing itself as the “go-to” for securely recycling used IT equipment.

Helen has also attended several Business Gateway and Digital Growth Programme webinars, both face to face and online, following advice from Aruna on which of these would be the most beneficial.

“Aruna gives us the confidence to drive forward. She has contact with other businesses and her feedback helps you realise that you’re doing well.”

“Catching up with her helps me focus. As a small business, we wear lots of different hats. It is easy to get away from my core role of sales, but I want the business to succeed and Aruna reminds me about what needs to be done to help us grow.”

Contact the Growth Hub for help and support to grow your business.

The Business Gateway Growth hub is part-funded by the European Regional Development Fund (ERDF) and the Department for Business, Energy & Industrial Strategy (BEIS). It is delivered in partnership with Leicester City Council, Leicestershire County Council, East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire) and the Leicester and Leicestershire Enterprise Partnership Limited (LLEP).

Support: Signposting and support with grants, marketing strategy advice and workshops

Impact: Diversification into IT recycling

Area: Ashby de la Zouch, NW Leicestershire

Employees: 4

Delivered in partnership with:



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Business Gateway Growth Hub