

# CompTIA UK Mentor Programme Helps Increase Bean IT profits by 10 percent

Since Allan Bean, founder of UK-based managed service provider Bean IT, signed up for CompTIA's mentor programme, he's gone from techie to business leader.

Allan Bean, technical director of Bean IT, was great at the technology aspect of his business but needed help to improve business management. When his company, Bean IT, an SME IT Managed Service Provider in the West Midlands, started expanding, he knew he had to develop his understanding of how to run a modern MSP business more thoroughly.

As a long-term member of CompTIA, Allan was presented with the opportunity to become involved in the CompTIA mentor programme to be connected with an IT professional at a later stage in their career. He was paired with Francis West, CEO of Westtek Solutions Ltd, who has 24 years' experience in managed services.

Having been connected with Francis for over six months now, Allan comments on his working relationship with his mentor. "I have really come to trust Francis and what he has to offer," Allan said. "All his advice is very useful as he's already gone through everything that I am dealing with now. He has a great insight into the challenges I'm facing."

Since they began to speak in 2017, Francis has given Allan a better understanding of how to improve the day-to-day management of his business. Allan said, "I was

faced with huge challenges such as trying to maintain client relationships and Francis has really helped me with this by giving me a number of management tools. One particular game-changer for the business has been the introduction of Continuum."

"He's changed the way I run the business and has given me a better understanding of how I can nurture the good clients and build the company on these," Allan said.

Since it began in 2009, Bean IT had not changed the prices of its services much. It was only through conversations with Francis around the importance of remaining competitively priced, that Allan felt confident to make the change. Since introducing new pricing structures to its consultancy offering, the business has become 10 percent more profitable. "Consultancy is a critical part of the business and provides a lot of value for us," Allan said "I really thought we would get some negative feedback from clients on increasing our prices but it was really well-received and I can now see that our clients understand what we're worth."

Allan has found the programme helpful not just for himself but as a way to upskill his entire workforce. "Some aspects



**Allan Bean**, Technical Director of Bean IT

Francis has developed with me have had an impact across the whole company," he said. "It's been great to be able to give them a better understanding of what kind of clients we want to be working with as well as how we can be growing the business through existing clients."

On the mentor programme as a whole, Allan said, "It's been really useful to have a sounding board for new ideas and concerns. As the business grows, there will be new challenges I face and I'm very appreciative to have Francis' guidance along the way."

*To find out more about how you can get involved in the mentor programme visit [Comptia.org/communities/uk-channel/comptia-mentor-programme](https://www.comptia.org/communities/uk-channel/comptia-mentor-programme) or contact Kris Nagamootoo via email: [ukmembership@comptia.org](mailto:ukmembership@comptia.org).*

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