

# Customer Testimonial

## Dains Accountants



Cloud Central



## About Dains

Dains LLP is a firm of accountants and business advisers, with a dedicated team of over 175 people. They work with companies of all sizes, from multinational clients to small companies ambitious for growth, providing accountancy, audit, business recovery & insolvency, corporate finance, taxation and forensic accounting, from five full-service offices across the Midlands region. Their independence means they offer a personal touch taking time to understand what their clients want to achieve and work with them to help realise their ambitions.

## Business Needs

Dains needed a scalable, flexible communication and IT service that could be accessed from any UK location. The nature of their business meant they needed to focus on enhanced cybersecurity and disaster recovery that would deliver seamless, secure, mission-critical communications and operations for their people and customers.

## Challenge

Dains had a number of IT challenges that needed addressing. They were heavily reliant on a legacy IT Infrastructure which was based within one of their office locations and had to deal with frequent outages to that environment. They needed a plan

to bring their organisation up to date, to introduce redundancy to improve up-time and add structure to their IT landscape.

Cloud Central worked with Dains to help budget their future investment. Prioritising delivery work to improve stability, creating a build environment allowing them to issue new encrypted devices with a consistent build rapidly, update all the underlying hardware from which their core applications services were delivered and upgrading communications links to all office locations.

Dains also wanted to build branding into their IT assets, to show a corporate brand across their environment and prevent customisation by individual users. Additionally, they required a phone system upgrade that would allow them to adhere to new legislation and deliver more flexibility for their end-users.

Cloud Central implemented a completely new telephony offering allowing remote working, voice recording capability and that would significantly reduce their spending on telephony, along with an in-built call plan which included national and mobile calls.

Dains also needed a reliable, proven data backup plan to ensure security and enhance recoverability.



# The Solution

Cloud Central has been working with Dains since 2014 and during that time they have been responsible for the delivery of fully managed IT support for five locations, along with desktop support, monitoring and alerting, disaster recovery planning, all communications infrastructure, reporting and cybersecurity.


Dain's original IT strategy and roadmap was to focus on upgrading their connectivity to improve speeds across the network. Following low-level analysis that justified the need, Cloud Central upgraded all connectivity links to every site location.

This included a software transformation from their legacy application involving multiple simultaneous desktop environments to applications housed and delivered via a fault-tolerant and scalable backend infrastructure. They also implemented a new backup policy, application delivery methodology and underlying hardware to enhance recoverability

Cloud Central co-located Dains application infrastructure into a private cloud-hosted, secure, tier two UK data centre, that conforms to ISO27001 standards. This incorporated 24 x 7 on-site security and access policy requirements, Photo ID with zonal swipe card entry, internal and external CCTV and perimeter fencing with an access control gate. They also upgraded all Dains hardware components, all server infrastructure, networking and primary and secondary storage and the virtualisation layer for all Dains' service delivery. This solution dramatically improved availability, uptime and security against fire, theft and provided a strong and stable power source able to withstand multiple failures.

Cloud Central also transformed Dains legacy operating systems to open up cloud-based software delivery methods and provide individuals with an IPT (Cloud Based) solution which gives them the ability to work on multiple devices in any location.





# Ready. For your Future

## Microsoft Office 365 Desktop Support & 24/7 Monitoring

The Microsoft Office 365 solution, delivered by Cloud Central, incorporates Microsoft Teams enabling conference and collaboration tools, calls and reduced travelling between sites. This has given all Dains people with increased connectivity, flexibility and availability no matter where they are located.

Cloud Central provides Dains with an outsourced IT department that provides remote support, as well as on-site when needed. Cloud Central's 24/7 monitoring makes sure that they proactively find and repair issues that could impact Dains' day-to-day business operations. Cloud Central has found that the fastest and most cost-efficient way to address common problems is to fix them remotely using advanced software that allows their technicians to remotely access Dains's infrastructure and remedy around 98% of issues.

## Microsoft Office 365 with enhanced security

Microsoft Office 365 is a cloud-based service that is designed to help meet an organisation's needs for robust security, reliability, and user productivity. It makes it easier to manage files, simplify communications and collaboration amongst employees and manage meetings on the move. Microsoft Office 365 Advanced Threat Protection (ATP) is a service that helps protect organisations against unknown malware and viruses by providing robust zero-day protection. It includes features to safeguard your business from harmful links in real-time. ATP has rich reporting and URL trace capabilities that give administrators insight into the kind of attacks happening in the organisation

Cloud Central has also provided new DELL laptops, docks and monitors across the business with ESET encryption which:

- Meets data security obligations by easily enforcing encryption policies while keeping productivity high.
- Companies large and small benefit with short deployment cycles.
- The client-side requires minimal user interaction, improving compliance and the security of company data from a single package.
- The server side makes it easy to manage users and workstations and extend the protection of your company beyond the perimeter of your network.

# Cyber Security

It can take a cybercriminal a matter of minutes or even seconds to attack an organisation's systems and extract their business data. In some cases, they have as much time as they need as it can take an organisation weeks or even months to uncover a security breach.

Cloud Central has attained the Cyber Essentials Plus certification, and so their team is perfectly placed to assess, design and implement solutions that will protect Dains critical security policies, application delivery and data environment.

Cloud Central's Cyber Security solutions have been designed to safeguard Dains from IT disasters, human error, and malicious activity. Their Cyber Security solutions guarantee business continuity, delivering uninterrupted access to data on-site, in transit, and the cloud.

Cloud Central's successful cybersecurity approach has multiple layers of protection spread across Dains computers, networks, programs and data. Their people, processes and technology complement one another to ensure an adequate and effective defence against cybercriminals.

# Cyber Security Threats

**Ransomware** – malicious software designed to extort money by blocking access to files or systems until a ransom is paid

**Malware** – a type of software designed to gain access to, or cause damage to, a computer.

**Phishing** – the practice of sending fraudulent emails that appear to come from reputable sources. They aim to steal sensitive data and are the most common form of cyber-attack.

**Social Engineering** – this is a tactic that is used to trick you into revealing sensitive information and can be combined with any of the threats above. Working closely with partners such as Microsoft, ESET, Symantec and Datto, Cloud Central's wide-ranging Cyber Security solutions are designed to protect your businesses include endpoint protection, IT security, mail filtering, malware protection, ransomware protection and security audits, reviewed regularly.





# Disaster recovery planning and reporting

Every business, no matter what its size, should have a Disaster Plan in place. The plan should encompass all types of disasters; from fires and floods to fraud, ransomware, cyber-attacks, IT or power failures, acts of terror or human error.

Working with Cloud Central, Dains has developed a holistic, integrated disaster recovery plan that is reliable, simple, quick and most importantly, proven. This ensures their entire business infrastructure can be recovered within seconds.

Cloud Central's Disaster Recovery solution offers a disaster recovery plan that is visible, scalable, tested and affordable. Business-critical data, systems, desktops, servers, and the entire infrastructure are protected and recoverable.

If disaster strikes, Cloud Central's secure local virtualisation solutions, will instantly virtualise Dains' entire infrastructure (physical or virtual), allowing them to continue business operations without losing any data, incurring any damage, or experiencing any real downtime.



# Data Back-up

Having a data backup and recovery plan is essential to the overall success of Dains business, without data and mission-critical business applications such as account information it would be almost impossible for their people to do their work.

Cloud Central's highly secure data centre and a team of dedicated IT professionals have developed a solution for Dains to store, backup, and protect their data. Cloud Central has delivered a Datto solution that keeps Dains data and their clients data secure and ensures that they have full, proven back up – all the time.

This fully featured platform for backup, recovery, and business continuity for local, virtual, and cloud environments allows Dains to:

- Backup and Restore - easily automated and quickly delivered
- Recover from users losing files by deleting or overwriting them
- Protect against hardware failure
- Schedule an appropriate, regular backup customised for each different type of data, taking into account data change rate
- Use Hybrid Virtualisation
- If a business experiences a server failure, the protected systems can be virtualised instantly on the Datto device or in the secure Datto Cloud.
- Datto uses image-based backups to capture a complete picture of a protected workstation or server.



# Mobile Features Security and Management

Multi-Network for users who work or live in poor signal areas

Being in contact when you are mobile is key to doing business well. Wherever your offices are located in the UK, you can make and receive calls in more places than is possible with a single mobile network. Gamma's MultiNet bolt-on provides access to more than one network from a single SIM. With no need for multiple provider contracts.

The future is all about data - so business customers can access the biggest and most reliable mobile data service in the UK, for a better overall mobile experience.

Connect for those wanting One Number, single voicemail across all devices with no additional apps.

Connect takes Gamma Mobile to the next level, providing business-critical features from your Horizon hosted phone service seamlessly on your company mobiles. With native integration and no additional apps, you can present one number to your customers, have a single voicemail across all your devices, dial colleague extensions direct from your mobile and even pick up hunt groups. With more calls answered your business looks more

professional.

## Benefits gained from solution

- Simplified access management and security
- Multi-factor authentication
- Conditional access
- Advanced security reporting
- Managed mobile productivity
- Mobile device management
- Mobile application management
- Advanced Microsoft Office 365 data protection
- Integrated PC management
- Integrated on-premises management
- Persistent data protection
- Document tracking and revocation
- Encryption key management per regulatory needs
- Identity-driven security
- Microsoft Advanced Threat Analytics







## Conclusion

**Richard McNeilly, Managing Partner at Dains said:**

“There is no doubt that having a robust IT Infrastructure has been a definite enabler to our growth in revenue and profitability that we have generated in recent years. Our revenue has increased 24% and profit has increased by 75% in the past 3 years. All of our statistics work in favour of ‘getting IT working for you’.

As well as increased revenue and profit this transformational solution has provided Dains with a wide range of other benefits which include:

- A resilient and faster infrastructure capable of handling any one single point of failure
- Increased flexibility for all users including remote and homeworkers.
- Data encryption providing increased security
- Enhanced access to software via new performant delivery methods
- A flexible cloud-based telephony solution with an online telephony portal for management and compliance.
- The ability to remotely locate lost hardware assets.
- Highly resilient backups with a dramatically upgraded recovery granularity
- Proven backups as known recovery points
- Measurability and flexibility of network issues

**Cloud Central is the partner of choice for organisations who are looking for total data protection, endpoint and server security, disaster recovery, data back up and managed services. Our highly skilled team of IT and communications specialists dedicate themselves to the security, service, and support of business across the UK.**

Working in partnership with other leading organisations such as Datto, ESET, Microsoft and Symantec, we can design and deliver the most innovative technology and applications to keep your infrastructure and desktop environment secure and instantly restorable allowing you to remain competitive, productive and flexible.

Our solutions safeguard businesses from IT disasters, human error, and malicious activity. With Cloud Central defending your business, you are guaranteed business continuity with uninterrupted access to data on-site, in transit, and in the cloud.

Get in touch today with one of our team and find out how we can help support your business now and in the future.

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