

Case study

MB Financial Planning

C.N.S
Central Network Services

MB Financial Planning is a firm of Financial Advisors. They provide guidance and advice on pensions and investments both for companies and individuals. Like all Financial service companies, MB Financial Planning handles a lot of critical and sensitive data and needs an IT company that will keep their data safe, secure, and accessible.

Why CNS?

MB Financial Planning was using single person for their IT support but had grown to need a service level that they could not provide. CNS was recommended to them, so they came to us for help with their hardware, software, and service.

Level of service

MB Financial Planning is completely reliant on their IT to do their work, so it is essential that they get up and running straight away if something goes wrong. CNS have a team of IT professionals available who can provide support immediately.

CNS also work proactively with them to make sure that their data is secure and backed up. Their data is backed up and recoverable, even if data is corrupted or accidentally deleted. We also keep them informed of the latest risks (such as ransomware attacks and viruses) and how to keep themselves protected.

The benefits of VOIP when working at home

As well as providing secure IT that enabled MB Financial Planning's team to work from home when COVID hit, we had also provided their telephony system via VOIP (Voice Over IP). VOIP utilises broadband rather than phone lines, meaning calls came through to the right person regardless of where they were. Calls can be answered using a computer, desk phone or mobile phone.

mb FINANCIAL
PLANNING

"CNS understands how crucial data access and security is in financial services. They treat our data like they would their own, and they proactively contact us about the latest threats and how to protect ourselves."

**K Ross Bottomley, Director
MB Financial Planning**

Key Facts

No. Users: 6

Years with CNS: 3

Products & services:

- Remote & onsite support
 - Software
 - Cloud backup
 - Servers
 - Laptops
 - Telephony system

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