Customer Testimonial
Gardner Iliff & Dowding

Cloud Central

Gardner Ilif & Dowding Solicitors

Established in Cannock in 1864 by James Gardner, Gardner Iliff & Dowding Solicitors (GID) have developed an excellent reputation throughout the Staffordshire area as forward thinking solicitors utilising technology whilst maintaining traditional service standards.

Gardner Iliff & Dowding have a strong team of highly experienced solicitors, legal executives and professionals specialising in many aspects of law and pride themselves on their quality, affordable and friendly service.

Business Challenges

The company had experienced a serious server failure in the past, which had meant that they were unable to operate for over two days, which was a catastrophe for a company that prides themselves on customer service. Gardner, Iliff & Dowding needed a solution that would give them 100% certainty that it would not happen again.

Gardner, Iliff & Dowding, employ many working mothers and it is their policy to provide them with flexible working to allow them to work from home. They wanted to ensure that the solution gave them the flexibility for cloud based email and the ability for their people to work from anywhere with the same access to systems as if they were in the office.

The Solution

Cloud Central partner with some of the most innovative IT manufacturers to deliver ground breaking digital transformation solutions to support the evolving needs of their customers. Working closely with GID they designed a solution that would give them peace of mind and provide them with 100% certainty that data was secure both now and in the future.

Data Security

To meet the challenges around data security, Cloud Central delivered Datto ALTO – a business continuity solution designed specifically for small business. Using image-based backup and a hybrid cloud model, ALTO delivers enterprise-grade functionality at a small business price. It will easily protect any physical, virtual and cloud based server infrastructure running Windows, Mac or Linux, and spin up lost servers in seconds without the need for additional tools.

Datto Alto automatically takes backup images up to a local device, and pushes replicated backups to the Datto Cloud. These backups can be optionally verified by screen shot authentication so you know that the copy taken is a tested and bootable image. Should data be required from the Datto Cloud, an encrypted session is established to Datto servers for recovery purposes. Ransomware scanning can be enabled on your backup to proactively scan the backup for suspicious files or activity. Should ransomware be detected, it will alert you to allow recover to a previous backup image.

Desk Top Encryption

Cloud Central's End Point Protection gives you total control and visibility of your devices. Regardless of network, location or domain. Your business devices will be protected against data breaches, corruption and losses, while also keeping them monitored to give your mind ease.

By deploying ESET Desk Top Encryption they ensured that GID endpoints (computers, smartphones, tablets, and fileserver) are protected against emerging threats and data theft with security that is easily manageable from a single console. ESET has been recognised as the best in the industry for over 20 years.

Microsoft Office 365

Microsoft Office 365 makes it easier to manage files, simplify communication and collaboration among employees and manage meetings on the move.

Office 365 for business combines features such as Microsoft Exchange, Word, Excel, PowerPoint and OneNote with the next generation of productivity-based services such as Skype for Business, Yammer, SharePoint, Teams and Planner and many other tools to bolster collaboration and communication across the business.

With Office 365 you can create, share and edit documents on the move, as well as manage meetings and other tasks, on any iOS, Android and Windows devices. Office 365 applications help you to stay connected and productive on every device.

Remote Access - Microsoft Office 365 allows remote access of your files, wherever you are in the world, provided you have a network connection.

Collaboration - Collaboration is made fast and easier with Office 365. Using Office 365's cloud technology, files are updated live while you work, making the process of creating and altering content seamless.

Communication - Microsoft Office 365 can integrate with your emails, phone line and Skype account. This makes the whole process of communicating with clients seamless and fluid.

Desktop Support & 24/7 Monitoring

Cloud Central offer an outsourced alternative to having an on-site IT department that provides support remotely as well as on-site when needed. Our 24/7 monitoring makes sure that we proactively find and repair issues that could hamper your businesses day-to-day operations.

The fastest and most cost efficient way to address common problems is to fix them remotely. 95% of issues are resolved remotely as it is the fastest and most cost-efficient way to address common problems. We use advanced software that allows one of our technicians to access your PC remotely and fix will resolve 95% of issues in a session. If we cannot resolve the issue through our remote solutions, we will arrange an on-site appointment, with agreed service levels.

Benefits

Since implementing the Datto Cloud Solution GID experienced another server outage but Datto guaranteed business continuity with uninterrupted access to data on-site, in transit, and in the cloud.

Nic Dowding, Partner Accident & Injury, said "The integrity of our data and the continuation of the service we provide to our customers are paramount. The Datto installation has already demonstrated it's importance to us – you can't put a price on peace of mind.

It is also really important that our people are able to work from home or out of the office with the same access to documents and data. The solution delivered to us by Cloud Central has meant that we can give our people the flexibility and security they need to maintain their work/life balance."

As digital transformation specialists, Cloud Central understand that businesses today need to adapt and evolve to serve the ever changing needs of their customers.

We deliver the most innovative technology, applications and the latest cyber security solutions to keep our clients data, desktop environment and infrastructure secure and instantly restorable, allowing them to remain competitive, productive and flexible.

Cloud Central's bespoke solutions will align your business technology requirements and contracts in a simple, easy-to-use way to ensure that you and your staff have the flexibility to work from any location — all with the peace of mind that our round-the-clock desktop support brings.

Get in touch today with one of our digital transformation specialists, and find out how Cloud Central can support your business needs.

Cloud Central

Contact Details:
Tel: 01332 369087
Fax: 01332 367273
Email: enquiries@ cloudcentral.co.uk

Address:
12 Mallard Way,
Pride Park,
Derby,
DE24 8GX