


CASE STUDY

SAGE 200 & MANAGED IT SERVICES

► CIS SECURITY

 Business Partner

Microsoft Partner



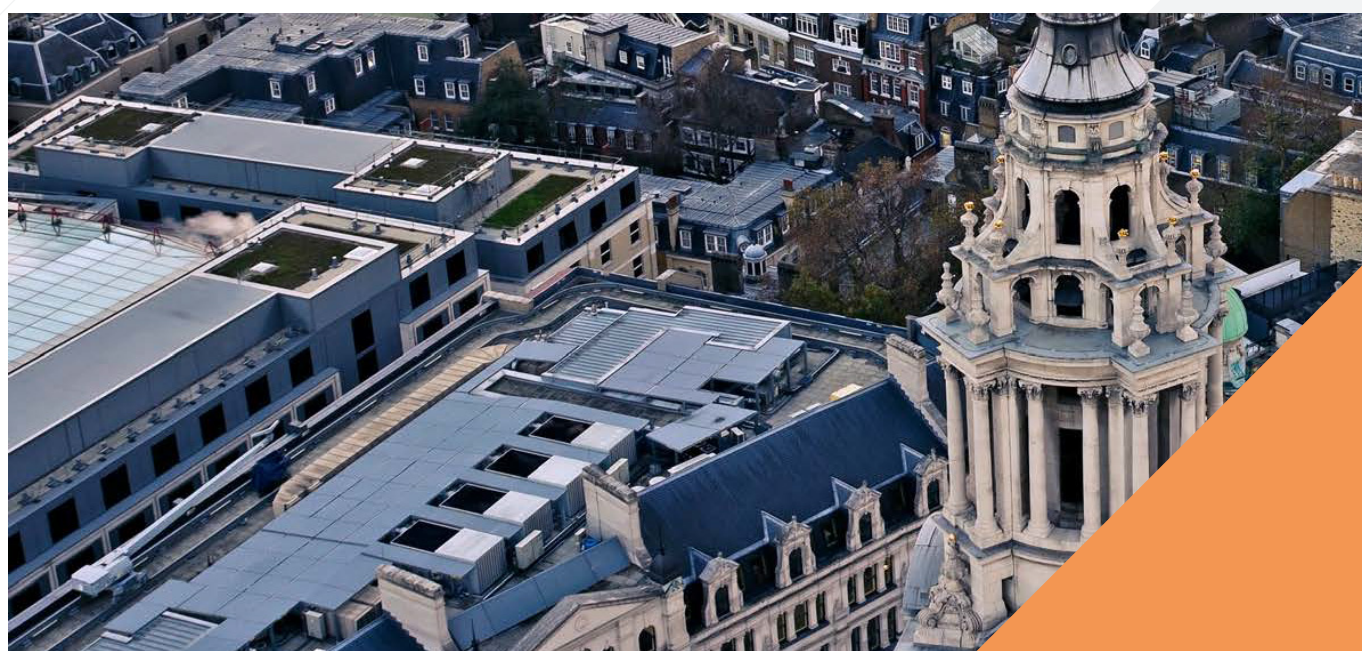
CIS SECURITY PLACES IT SUPPORT IN THE SAFE HANDS OF PINNACLE



CLIENT PROFILE

CIS Security is an award-winning security company, founded in 1969 by two former police officers. It provides front-of-house staff such as receptionists, concierges, security guards and door supervisors, as well as a whole range of behind-the-scenes services such as CCTV monitoring and carpark management.

The company employs over 1,500 people, both in its London head office and on client sites. CIS Security teams safeguard banks, financial institutions, office blocks, shopping centres, public spaces and cultural locations across the UK.





THE MOVE TO SAGE 200

In 2013, CIS Security selected Pinnacle to implement a comprehensive business management solution comprising Sage 200 with software for managing fixed assets, data analytics and payroll. The tightly integrated solution replaced an older system, numerous thirdparty products, and a plethora of Microsoft Excel spreadsheets for financials and reporting.

The migration brought increased efficiency by eliminating multiple data entry at a stroke. It gave the business a modern, well supported platform for day-to-day financial and commercial transactions, as well as providing accurate, up-to-date reports containing information that managers could trust.

Since the installation, CIS Security has experienced significant organic growth: turnover has increased by almost 40% from £29 million to £40 million, while the number of heavy users of IT has nearly tripled, from around 30 to nearly 80.



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A STEP-BY-STEP APPROACH

When CIS Security asked for support in installing a Sage-related server, Pinnacle cast an experienced eye over the company's network and identified areas where it could be improved.

Steve Downs, Technical Development Manager at CIS Security, says, **"We'd come to recognise the importance of IT to our growing business and Pinnacle's proactive approach was a huge contrast with the incumbent support partner, who had taken little initiative in helping us to innovate and move forward."**

He continues, **"We really warmed to Pinnacle's pragmatic approach. When we discussed the possibility of bringing support for all our IT under their roof, they didn't demand that we do a clean sweep. Rather, they proposed an incremental process, looking at what aspects of our IT were working just fine and could be retained, as well as what was needed to get us where we wanted to be. It proved a very attractive proposition, and as soon as we were released from the previous support contract, we made the switch to Pinnacle as our single point of contact for all IT-related issues."**

NO HARD SELL

Steve goes on to observe, **"We feel we've formed a real relationship with real people. The Pinnacle team are very open, friendly and flexible, and go out of their way to help us. There's no hard sell and we know if they recommend new technology, it is for our benefit and will save us money over time. We're in touch almost daily and meet Nigel, our Pinnacle Business Development Consultant, on a regular basis, to review how things are going and where our IT infrastructure could be refined to further support our growing business."**

Pinnacle's recommendations for overhauling the CIS Security network included pruning down its server estate from six ageing servers to a configuration of one hypervisor and one domain controller, a set-up that is more powerful and yet also easier to manage and monitor.

By upgrading and streamlining the CIS Security IT network, Pinnacle has provided a platform for business growth, with the flexibility to expand further in the future, including the possibility of opening new offices outside London.



SUPPORTING REMOTE SITES

In recognising the strategic role that Pinnacle has played in helping CIS Security to achieve its growth ambitions, Steve doesn't overlook the provision of essential day-to-day user support: **"Around half of our users are in our London head office and the rest are site managers located up and down the country. Should they ever be in need of technical support, they contact Pinnacle directly. Response times are excellent; I'd say 99% of issues are resolved within a few hours. It never drags on."**

These remote managers have also benefited from the move from a Microsoft Exchange server to cloud-based Microsoft Office 365, which provides easy in-the-cloud access to business tools such as email from any location with an internet connection. It's easier to add users, and keep them up to date.

Pinnacle has ensured that managers on remote sites also have a good connection over which to hold virtual meetings on Skype. Steve comments, **"It's vital that we make it as easy as possible for our managers on the ground to communicate back to head office, so that they can dedicate maximum time to our clients and staff."**

Not only has the migration to Office 365 improved remote employees' access to data, as a cloud solution it has cut costs by reducing the amount of data needing to be stored and backed up on the server.

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STRENGTHENING BUSINESS RESILIENCE

As a security company, CIS Security takes business continuity very seriously indeed. The company's security consultancy services help clients to 'think the unthinkable', to protect their business continuity by envisaging and planning for the worst case.

CIS Security practises what it preaches, knowing that its clients expect uninterrupted protection round the clock, all year round. It safeguards its own business with multiple contingency plans that can be activated in the event of an emergency, such as a power outage, ransomware attack, or natural disaster.

To support these plans, Pinnacle provides resilient offsite backup. Steve explains, **"Our data is essentially held in a secure bunker. If we were to suffer a major data loss or the building was compromised, we would be able to restore our data and be back in action very rapidly."**

This multifaceted strategy helps CIS Security to satisfy the stringent security requirements of its clients, particularly those operating in the financial sector, and has been a factor in winning new business.

A SINGLE POINT OF ACCOUNTABILITY

Coming up to date, Steve says, **"Over time, we have come to rely on Pinnacle for virtually everything relating to our IT: the supply of hardware such as laptops, servers, printers, PCs; IT support; offsite backup; IT security software; our VOIP phone system... the list goes on. Pinnacle even hosts our website. In fact, it would be easier to say what they don't look after!"**

The first phase of a massive renovation, refit and expansion of the London head office is now under way, to create business premises that reflect CIS Security's standing as one of the largest independent security companies in the capital. Pinnacle has taken on responsibility for aspects such as network planning and cabling, CCTV, access control and door-entry systems, right down to the detail of where power-points should be located.

According to Steve, **"They are managing the project very well, liaising with the builders and architects and specialist suppliers on our behalf. This makes our lives much easier and frees internal resources to focus on the business – which is always the way in everything Pinnacle does for us."**





ESTABLISHED 1993