

Martin Diplock Chartered Surveyors



Business interruptions and stresses are no more for Martin Diplock thanks to our IT support and cyber security services.

Location: Lyme Regis | **Number of users:** 5

The project

Martin Diplock Chartered Surveyors undertake valuations for Court work, Probate requirements, disputes and tax and matrimonial purposes. When an ethernet switch broke and disrupted Martin Diplock's internet and phone connections, their existing supplier was unable to address the issue in a reasonable time.

And so, Martin Diplock looked to find a new provider, one with specific expertise regarding security, as the office was particularly concerned about new cyber threats. That's where we came in.

The solution

Once we were on board with Martin Diplock, we delivered a break-fix contract during office hours. This meant the business could benefit from - should an issue arise - our support team, who could fix the problem remotely. However, should the issue require in-person attention, we could also provide site visits to ensure a quick resolution.

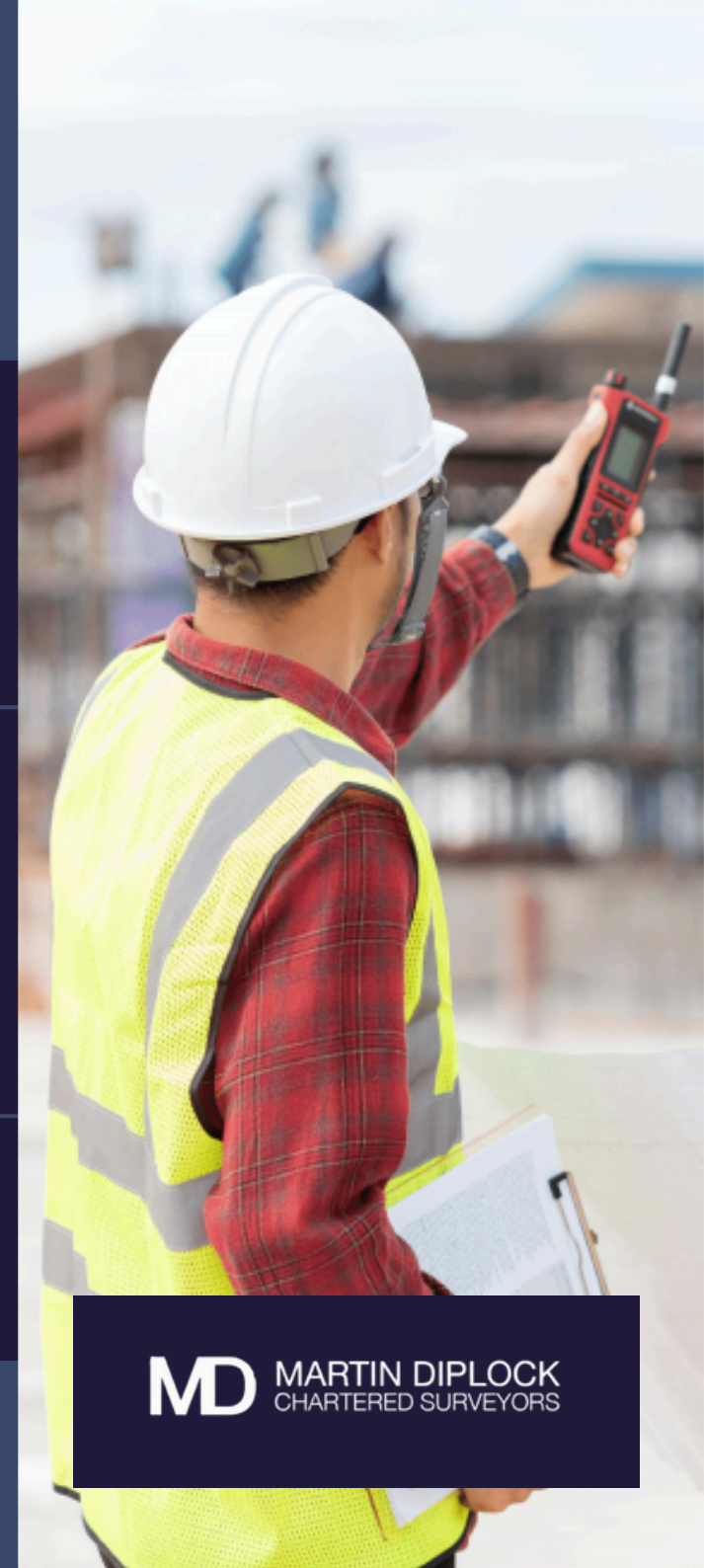
On top of this, we also provided the team with Microsoft 365 backup software to ensure all files are backed up as standard. Plus, as they already use us for their phone system, Martin Diplock now benefits from singular, consolidated service.

The result

Thanks to our services, Martin Diplock's team can now focus on their daily tasks knowing their IT support and cyber security is in safe hands. Plus, with their telephony, connectivity, IT support, Microsoft 365 backup all coming from one provider, they can enjoy complete peace of mind.

“The roll-out of the support package was stress-free and our dedicated account manager was on hand throughout to guide us through the process. We are now able to concentrate on our day-to-day business without the worry of how we would cope if something goes wrong with our IT.”

Vickie Stickler, Office Manager



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CHARTERED SURVEYORS