

## **CASE STUDY:**

### ***Jeff Teasley Insurance Agency***

Jeff Teasley is a Farmers Insurance agent in Cheyenne, Wyoming. When he decided to move his office to a new location, he also realized that it was time to also invest in proper network management in order to safeguard not only his business data, but more importantly, his client's personal data.

"I knew that we needed the expertise and experience that a managed network provider such as Capital Business Systems could furnish us with," said Teasley. "It's very important that we be able to provide our customers with the knowledge that their personal information was safe and secure."

Previous to engaging Capital Business Systems, Teasley had been working with a break/fix IT service that was not proactive and was based over 100 miles away in Denver. They had failed to supply Teasley and his team with any kind of network user policies, network security services or business continuity plans. Most importantly, their service provider was not able to supply them with the necessary tools and services that allowed them to adhere to Farmers Insurance corporate network security policies.

#### **Assessment**

The first step in implementing Capital Business System's Managed Network Services is to run a network assessment that looks at all aspects of an organizations network infrastructure, from an onsite review of the physical hardware currently in place to the software deployed on that hardware. Assessments, however, do not look into private client data - only at the way that data is stored and secured on the network.

The assessment run by Capital Business Systems showed a notable lack of security, outdated software and no disaster recovery and business continuity plans.

#### **Upgrades**

*Hardware* - Capital Business Systems provided Teasley with new and upgraded hardware for their server room, including a server cage, server, new pc, router/firewall, and UPS battery backup in order to support the planned service upgrades.

*Software* - Teasley's network software was upgraded by installing monitoring agents that allows Capital Business Systems experts to keep an eye on the health of Teasley's network and to install upgrades proactively when necessary. State-of-the-art antivirus software was installed on all the Teasley workstations.

*Services* – One of the most important aspects of a managed network service is the ongoing support once the hardware and software component upgrades are completed. Capital Business

Systems provided the Teasley team with helpdesk support for any issues that may arise during the course of the business day. Access to this service ensures that every end user issue will be resolved within minutes, not hours or days.

Capital Business Systems also created a true business continuity plan to prevent any loss of crucial business data should disaster strike.

A "Virtual Chief Information Officer (vCIO)" was assigned to Teasley. The vCIO created a technology roadmap that will allow Teasley to stay in front of technology trends. The vCIO will also meet with Teasley on a quarterly basis to ensure that his organization's financial and technology initiatives stay in line with one another.

*"I would highly recommend Capital Business Systems to anyone who has network needs," Teasley said. "We found their professionalism and transparency refreshing, and the process painless and unobtrusive. They did exactly what they said they would and exceeded our expectations."*

## **Results**

The Teasley office is now solidly in adherence with Farmers Insurance corporate mandates. The network is continually kept up to date with Microsoft patches and the latest security and antivirus protection available.

"We really appreciate the network stability we've experienced, the predictability in the service costs and the knowledge that our client's data is secure," said Teasley.

## **About Capital Business Systems**

Capital Business Systems can consolidate, integrate, and manage your network with predictable technology costs, network accountability, and improved uptime. Our holistic Managed Network Services solution allows you to transfer the risk and accountability of your network to us, so you can continue growing your business – something that typical break/fix service models can't offer.

## **Contact Us**

To learn more about how Capital Business Systems can help manage your network, contact us today:

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