

FARMER'S INSURANCE AGENT - MNS



Jeff, a Farmer's Insurance agent, uses Managed Network Services from Capital Business Systems, allowing him to focus on **ensuring his clients and their property are covered, while maintaining their data security.**

AT A GLANCE

Areas of Concern

- Break/Fix IT service being used was not proactive
- Lack of network user policies
- Outdated software
- No network security services or policies
- Missing business continuity plans

MNS Benefits

- Upgraded hardware
- Upgraded software
- Support for issues
- Business Continuity plan in place
- Technology Roadmap



I would highly recommend Capital Business Systems to anyone who has network needs... 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.

Jeff T.
Farmer's Insurance Agent

OBJECTIVES

When Jeff moved his office to a new location 8 years ago, he realized it was time to invest in proper network management in order to safeguard not only his business data, but more importantly, his clients' personal data. Previous to his partnership with Capital Business Systems, he worked with a break/fix IT service located over 100 miles away. They had failed to supply him network user policies, business continuity plans as well as the tools and services necessary to comply with the Farmer's Insurance corporate network security policies.

SOLUTIONS

Since the beginning of our partnership in **2016**, Capital Business Systems has implemented policies to ensure adherence with corporate mandates. The network is continually kept up-to-date with Microsoft patches and the latest security and antivirus protection available. Additionally, a true Business Continuity plan was created.

BENEFITS

Upgraded Hardware and Software

New and upgraded hardware were provided for their server room and the physical workstations in the office. The network was updated by installing monitoring agents, allowing Capital experts to keep an eye on the health of the network and install upgrades proactively.

Support for Issues

End-user issues are solved within minutes due to help desk support available.

Business Continuity

A plan was created to prevent loss of any crucial business data should disaster strike.

Technology Roadmap

This plan ensures technology initiatives and their budget are aligned.

*This case study features a real customer's story and quote. Person and company names have been generalized to protect privacy.