



Chip Systems Partners with DATAFORT to protect High Value Business Customers

“We needed a partner in the true sense of the word; someone who would work with us and who would take responsibility for their service. The most important factor for me is ensuring that our client receives the same good service that they would expect from us, especially in something as critical as data protection, DATAFORT have always made us and our clients comfortable.”

Chip Systems are a long established IT service company based in the West End and City of London. They offer a comprehensive solution managing their client’s entire IT infrastructure including networks, desktops, servers and email support as well as a range of wireless and Internet connectivity issues.

The company was established in 1994 and has grown year on year based on providing small and medium sized businesses a level of support that was previously only available to larger companies with their own in-house support team. The culture within Chip Systems is served by hiring technically talented people that also demonstrate particular devotion to customer satisfaction. This ensures that Chip’s customers always receive a professional and responsive service resulting in uninterrupted IT services.

Over the last 18 years Chip Systems has acquired a significant client base grown due to their reputation for excellent service. Their ability to retain customers is underpinned by them owning client issues and solving problems even when the challenge in question falls outside of their immediate skill set.

One such technical solution is the provision of backup and recovery services for clients that have outgrown traditional tape backup where recovery speed from not only data loss, but server failure and disasters needs to be accurately quantified and guaranteed.

When one of their Financial Services clients, Duet Asset Management, required a comprehensive data protection system Chip Systems turned to specialist provider DATAFORT for a solution. Duet needed to have a solid business continuity process



that would not only meet the requirements of the FSA but also the exacting standards of their prospective corporate clients. Having consulted widely Chip Systems decided on DATAFORT.

The solution chosen was DATAFORT Critical Care, which provides a near nonstop solution for business continuity with disaster recovery catered for through offsite cloud replication. Alan Goldberg, CEO of Chip Systems comments, "Duet needed a high availability solution and DATAFORT's high end offering seemed to meet Duet's requirements at a very affordable price".

Alan Goldberg continues "we needed technical expertise that could not only help us design and implement a robust solution but also be capable of demonstrating to and consulting with Duet's prospects to convince them of the dependability." He continued "this

takes technical and finance industry knowledge as well as credibility. The can-do attitude of DATAFORT's management is evidenced across all their personnel. It is a style that mirrors our own, so this was a very good fit for Chip Systems."

Chip Systems together with DATAFORT have been providing the Critical Care service successfully for Duet for over a year now and have gone on from here to win backup and recovery contracts within six new clients to date. These clients are using a mix of DATAFORT data protection solutions depend on the criticality of their data varying from 15 minute restore to 2 hours. A number of these clients have required recovery assistance and all have been restored to full working condition within the expected recovery time objective.

Alan Goldberg comments "we needed a partner in the true sense of the word; someone who would work with us and who would take responsibility for their service. The most important factor for me is ensuring that our client receives the same good service that they would expect from us and this is assured by DATAFORT. The risks, especially in something as critical as data protection, are significant but DATAFORT have always made us and our clients comfortable that they have it covered."

DATAFORT Managed IT Services

MSP DATAFORT has been providing high security, FSA compliant services to the UK financial and legal services industry since 2000. With their award winning high availability and cloud services, DATAFORT brings enterprise grade security and continuity within the reach of smaller businesses.

DATAFORT

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