

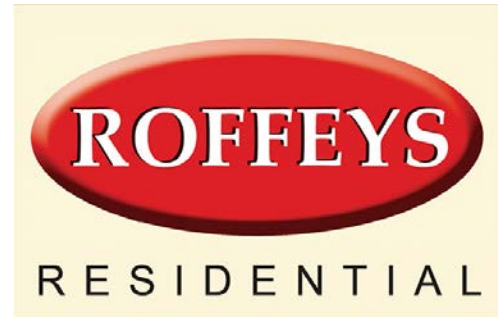
# Roffeys Residential

## Netstar enhance collaboration and connectivity for Roffeys Residential

### Netstar's solutions reduce risk and increase productivity

In order to support their flourishing business and to facilitate future growth, Roffeys took the decision in 2007 to outsource their IT support to Netstar:

- **To provide rapid connectivity, fast performance and minimize risk of server failure** Netstar migrated from Roffeys legacy dial-up set up to a rapid and secure server infrastructure linked across multiple sites.
- **To ensure data security and business continuity in the event of a disaster**, Netstar implemented a comprehensive off-site Back up and Disaster Recovery solution.
- **To secure and manage Roffeys network** – Netstar installed a Sonic Wall firewall, antivirus, malware protection, patch management, anti-spyware and email spam management.
- Failover connections were implemented to **maximise productivity** and VPN between branches was installed to **facilitate collaboration**
- Staff were provided with flexible and secure remote working solutions to enable them to function effectively 'on-the-go' and across the multiple office locations.



### THE CUSTOMER

Established in 1988, Roffeys Residential has grown over the past 25 years to a three-branch firm providing residential sales and lettings services throughout West Essex and East Hertfordshire.

In order to support their flourishing business and to facilitate future growth, Roffeys took the decision in 2007 to outsource their IT support to Netstar.

As well as providing proactive monitoring and rapid response IT support over the past 7 years, Netstar have implemented numerous IT enhancements resulting in significantly less downtime and enhanced operational efficiencies for Roffeys.

**“From day one, we have felt that our IT is in safe hands with Netstar”**

Peter Roffey  
Managing Director, Roffeys Residential

## 5 Reasons to Switch

- ✓ We aim to start working on your IT issues in under 10 minutes.
- ✓ We proactively monitor your IT systems to find and combat faults before they develop into problems for you.
- ✓ ISO 27001 accreditation means you can be sure that yours and your clients' sensitive data will be safe and secure.
- ✓ Ongoing technology consulting and IT budget planning provided at no extra cost.
- ✓ Established business providing IT support in London since 2002 - try us for just one month without being tied down.

### Managing Director, Peter Roffey says:

“We were fortunate enough to hear about Netstar’s excellent IT support services through recommendation.

Before we partnered with Netstar we were managing our IT systems ourselves and had to deal with frequent downtime with system freezes.

From day one, we have felt that our IT is in safe hands with Netstar. From major projects to day-to-day back-ups, Netstar can be relied on to provide excellent service.”

### Netstar Support Industry-Specific Software

Roffeys utilise the estate agency specific software applications, CFP and Jupix and, as part of the standard service, Netstar also support these solutions and liaise with the vendors if any issues arise.

## Benefits for Roffeys Residential

- 1 New server infrastructure allowing for rapid speeds and increased productivity.
- 2 Reduced risk thanks to backup and disaster recovery solution which would allow Netstar to have Roffey’s operational again within 4 hours, after a disaster.
- 3 A secure, managed network to protect Roffeys against online cyber threats.

### The Importance of Backup and Disaster Recovery

90% of businesses that lose their data in a disaster are out of business within 2 years.

Your data is the culmination of all your work, containing details of all your clients - could you stay afloat if you lost it all?

Our backup and disaster recovery solution backs your data up every 15 minutes to a secure data centre, and can be fully restored within 4 hours.

### Managing Director, Peter Roffey continues:

“Since engaging with Netstar we have received a first-class, personal service and we regard them as a trusted IT partner.

Netstar truly add value by meeting with us regularly to strategically plan and review our IT strategy, meaning we are aware of future IT costs and never encounter any nasty surprises.

Furthermore, we are extremely happy with the level of support and speed of service we receive from Netstar’s efficient helpdesk.”