



# HOLISTIC, HIGH-PERFORMANCE, MULTI-SITE IT PROVISION VIA A SECURE PRIVATE CLOUD

## THE BACKGROUND

MHA Monahans is one of the leading firms of chartered accountants and business advisors in the west of England, offering expert support to clients in areas such as accounts provision, audit and tax. Its teams of accountants and other professionals operate from offices in Bath, Chippenham, Frome, Glastonbury, Melksham, Swindon, Trowbridge and Taunton.

The firm also provides a range of more specialist services including corporate finance, tax consultancy, business recovery and insolvency, cloud accounting, HR and payroll services, and probate. Its financial services arm, Monahans Wealth Management, offers a complete package of tailored, independent wealth advice to individuals and businesses.

As chartered accountants, MHA Monahans sell their skills in units of billable time, which need to be precisely accounted for. The wealth management side of the business, meanwhile, actively manages clients' money, with transactions relating to pensions and investments all needing to be handled in a timely, professional and compliant manner.

## THE CHALLENGE

To deliver the efficient service clients expect, MHA Monahans needs a reliable, high-performance IT solution.

Prior to working with Daisy, the firm's core technology was housed in one of its own offices and managed by a third-party service provider. In 2012, as part of its newly-defined IT strategy, MHA Monahans sought a new IT partner that could host their core infrastructure in a highly available way through an off-site data centre. This would allow for a fully-managed and monitored IT environment, with the ability to upgrade the entire application stack easily to the latest available versions while supporting staff with any IT issues.

As well as removing MHA Monahan's IT dependency from its own premises, the solution needed to facilitate both mobile working and IT Disaster Recovery (ITDR) – with special focus on providing access if the firm's business premises were ever compromised.

### **i** AT A GLANCE

**Company:** MHA Monahans

**Industry:** Finance

**Sites:** 8

**Employees:** 51-200

#### **Objectives:**

- Host core IT and UC services in a fully-managed data centre
- Facilitate access to IT services for office-based and mobile employees
- Facilitate ITDR by remote access should the firm's premises be compromised or adverse weather conditions limit access

#### **Solutions:**

- Cloud & Hosting
- Unified Communications
- Business Continuity
- Managed Services

#### **Results:**

- Private cloud hosted platform
- Fully-managed service
- ITDR provisioned on an anytime, anywhere basis via secure access

## THE SOLUTION

Now on its second generation, MHA Monahan's private cloud platform is hosted in one of Daisy's state-of-the-art data centres, with the client's actual data archived in a geographically separate location.

The use of Virtual Desktop Infrastructure (VDI) ensures that all confidential data remains in the data centre, while secure remote access (complete with Multi Factor Authentication) enables both mobile working and effective ITDR. The same virtual environment also hosts a Cisco unified communications virtual platform, which delivers telephony service and a virtual reception across all office locations.

Later in the relationship, Daisy also re-designed MHA Monahans' Wide Area Network, providing improved connectivity with an MPLS WAN solution from vendors BT. As well as being more cost-effective, the solution offers guaranteed class and Quality of Service to ensure that virtual desktop and voice traffic are prioritised.

In addition to all this, Daisy operates a service desk to support all of MHA Monahans' IT users, while proactively monitoring and managing the platform. The team also provides strategic support to help the firm drive innovation and challenge established thinking.

## THE RESULT

Today, MHA Monahans and Monahans Wealth Management both benefit from a resilient, accessible and high-performance IT environment which delivers a highly-available application and voice service - allowing all staff to provide a premium quality service to their clients.

“When we took the decision to outsource, we spoke to a number of potential suppliers, but Daisy stood out from the start with their professionalism, knowledge and vision. This, and more, has been borne out in the years we've been working with them. The platform is stable, secure, reliable and performant, while the people are experienced, knowledgeable and good to work with. As we start to look at our 3rd generation platform, Daisy's vision, expertise and commitment remains outstanding.”

Steve Fraser, Partner, MHA Monahans.

## NEXT STEPS

Contact Daisy today to discover more. Our team will be glad to help.

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Or if you're an existing customer, get in touch with your account manager directly.

**we are daisy.**  
[www.daisygroup.com](http://www.daisygroup.com)