
Chase Solutions ups security by moving to iomart hosted desktop

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iomart case study

iomart provides secure hosted desktop solution for field services company

industry

Professional services

Objective

To allow Chase Solutions regional managers to work better on the road

Solution

Fully secure and compliant hosted desktop solution from iomart

Benefits

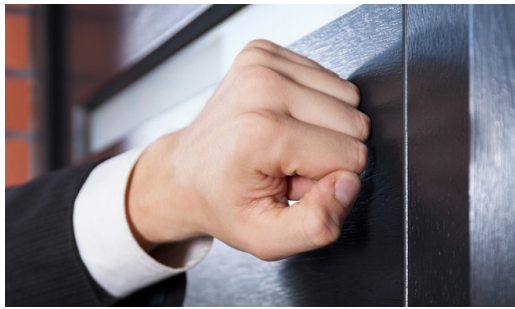
- No data held on laptops
- Data held in secure, accredited data centres
- Meets security compliance demands for tenders
- Highly mobile management team



Chase Solutions is a successful field services company based in Blackburn, Lancashire that works with utility companies, banks, debt purchase companies and debt collection agencies across the UK to contact and then help customers who are struggling to pay their bills.

Established 15 years ago Chase Solutions describes its services as 'to engage with customers where traditional letter and telephone strategies have been exhausted.' This could be for a multitude of reasons not just debt related.

Chase Solutions' field agents will visit the customer and establish why they haven't been in contact with its client. Together with the customer and the client, Chase's agents will assess the customer's circumstances and where debt-related their affordability and look to set up an affordable repayment plan.



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Chase Solutions boasts a large network of freelance and self-employed field agents with about 600 of them working regularly and more than 70 of them on full-time contracts, all using the company's bespoke state-of-the-art handheld technology which audio records each visit. There are about 30 full-time staff based at its headquarters.

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Chase Solutions works with most of the utility companies in the UK and has just expanded into the Irish Republic and Northern Ireland, with an office being opened in Belfast in the summer. While it was keen to move to a hosted desktop solution to enable its management to work better 'on the road,' it was also mindful of the need for continuing security and compliance to meet the strict legal and compliance guidelines of its clients.

Michael Wolfenden, Operations Director for Chase Solutions, says, “A hosted desktop is the perfect solution because it allows our management to work on the road without having any important data held on their devices. In addition to being able to securely set up offices in Belfast and London we have been able to recruit key members of the team such as our Head of Field Operations Ricky Donnelly, who is based in London. The whole solution is hosted in iomart's cloud, in their fully compliant and accredited data centres.”

The laptops used by the regional managers have a minimal operating system based on Linux that is securely configured to only allow access to the cloud environment via thin client software VMware Horizon. Being thin client means that only screen images, keyboard and mouse instructions are



transmitted between the laptops and the cloud. No data leaves the iomart data centre and therefore there is none of the risk usually associated with laptops and data stored on their internal drives.

Steve Riley is the IT consultant for Chase Solutions. He is responsible for the IT systems that Chase uses and was instrumental in the move to hosted desktop with iomart.

Steve says, “You hear stories in the media of data going missing because someone's lost a laptop but that can't happen with our hosted desktop solution from iomart. All Chase's clients' data is stored securely at iomart's data centre and because no data is stored on the laptops the regional managers are using they don't have to be encrypted. Hosted desktop from iomart ticks all the boxes for compliance.”

As a result of moving to Hosted Desktop, Chase Solutions says its management team has much better control and visibility of its IT system. “It means that when Chase responds to a tender for work we can tick every box with regards to security,” Steve explains.

Operations Director Michael Wolfenden says the whole company has benefitted from the move to the cloud-based solution. “Because we make our money by our agents knocking on doors it's really important that our regional managers have external visibility of the system on the road. If they stop at a McDonalds or a service station, or if they're meeting field agents in remote locations, they need to have the tools there and then to do the job and be compliant,” Michael says.

To find out more about Chase Solutions visit www.chase-solutions.com