



Building **better** **businesses**

Advanced IT solutions for
financial services

A partnership for your **future success**

We pride ourselves on our ability to help you build a successful future for your organisation through our exceptional people and powerful technologies.

From first consultation through design, implementation and on to continuing support, our unique partnership approach identifies the key drivers of success for your business, then supports you with tailored products and services to deliver tangible benefits.

Whether you opt to completely outsource your IT or just need support for your in-house IT department, we focus on what's most important: helping you maximise your impact on your clients.



Your success
is our success

Your IT systems need to support you to **deliver your best work**

We're driven by customer success. To achieve that, we work as more than just a transactional IT provider.

We explore your business needs first, and IT second. By building a clear understanding of your strategic goals, we're able to align the products and services we provide to support your business at every stage of its journey.

By forming this strong relationship from day one, we can partner with you to deliver a customised technology roadmap, from quick win changes through to cutting-edge upgrades, with measurable business benefits every step of the way.

That means throughout our time working with you, from our first conversation to service delivery and ongoing support, you'll be working with people who are as passionate as you are about the long-term future of your organisation.



Why TSG?

At TSG we take a proactive approach to helping you develop your technology environment. We take time to understand your business and develop technology solutions that underpin your business strategy.

Focussed on you

We explore your business needs first, and IT second, so the solutions and services we provide are tailored to your exact needs. Our unique service methodology supports you to develop and implement a customised roadmap, with expert advice every step of the way.

Fair value

Fair value means that we work with you to ensure you get the best return on investment, with a structured approach to designing and delivering projects and transparent budget projections to help you stay on top of costs.

Exceptional support

Our people have a wealth of specialist knowledge and accreditations that ensure you receive expert advice and support every step of the way. With a world class Net Promoter Score of 82, our clients love working with us, and we think you will too.

Training and development

We work closely with you to speed the adoption of your technology solutions in the workplace by providing training packages, so your team gain confidence quickly and you see maximum return on your investment.

Agile solutions to support the
financial services sector

Strengthening IT infrastructure

IT support for financial services

IT solutions for financial services firms need to deliver the highest levels of performance and security.

Slow systems and processes are a drain on your firm's profitability, while data breaches or technical failures put you at risk of reputational damage.

We have a proven track record of providing managed IT services for banks, IFAs and other FCA regulated organisations. From day one, our unique approach will guide you through a structured workflow to streamline processes, improve application performance, eliminate technical issues, and maintain FCA and GDPR compliance.



Financial services **solutions**

We work in partnership with financial services firms to help them maintain compliance and maximise performance.

We take the time to understand your business needs, to design and deliver a solution that maximises the productivity of your workforce, and the return on your investment in technology.

When you partner with us, you'll benefit from our unique service methodology, which takes you from initial consultation through a personalised implementation and into ongoing support, with expert advice every step of the way.

We can work with you to:

Maintain FCA compliance

Data breaches can damage your firm's reputation and put your business at risk. We'll work with you to implement compliant, manageable processes to maintain data security and GDPR adherence.

Achieve peak applications performance

We'll help you get the most out of your accounting software platform, with comprehensive hosting, configuration and support to keep your systems running flawlessly.

Maximise efficiency from anywhere

We can help you move on from temporary remote working measures, implementing modern solutions and services that enable your business to embrace productive and secure remote working for the long term.

Evolve your IT infrastructure

We can help you minimise the disruption of upgrading your IT systems, developing a customised roadmap to move away from legacy solutions to a faster, more secure future, plus transparent budget forecasts to help you monitor and manage costs.

Flexible and customisable **managed IT services**

Your organisation is unique. That's why it's important to us that we understand exactly what your business needs and objectives are, so we can design a service that is tailored to you.

We can support your business across a range of core elements of IT strategy:

Security & compliance

Our streamlined cybersecurity offerings ensure that your organisation is protected against threats, and that sensitive data is held securely and complies with security best practice. Our security services provide detection, prevention, and where possible and necessary, remediation.

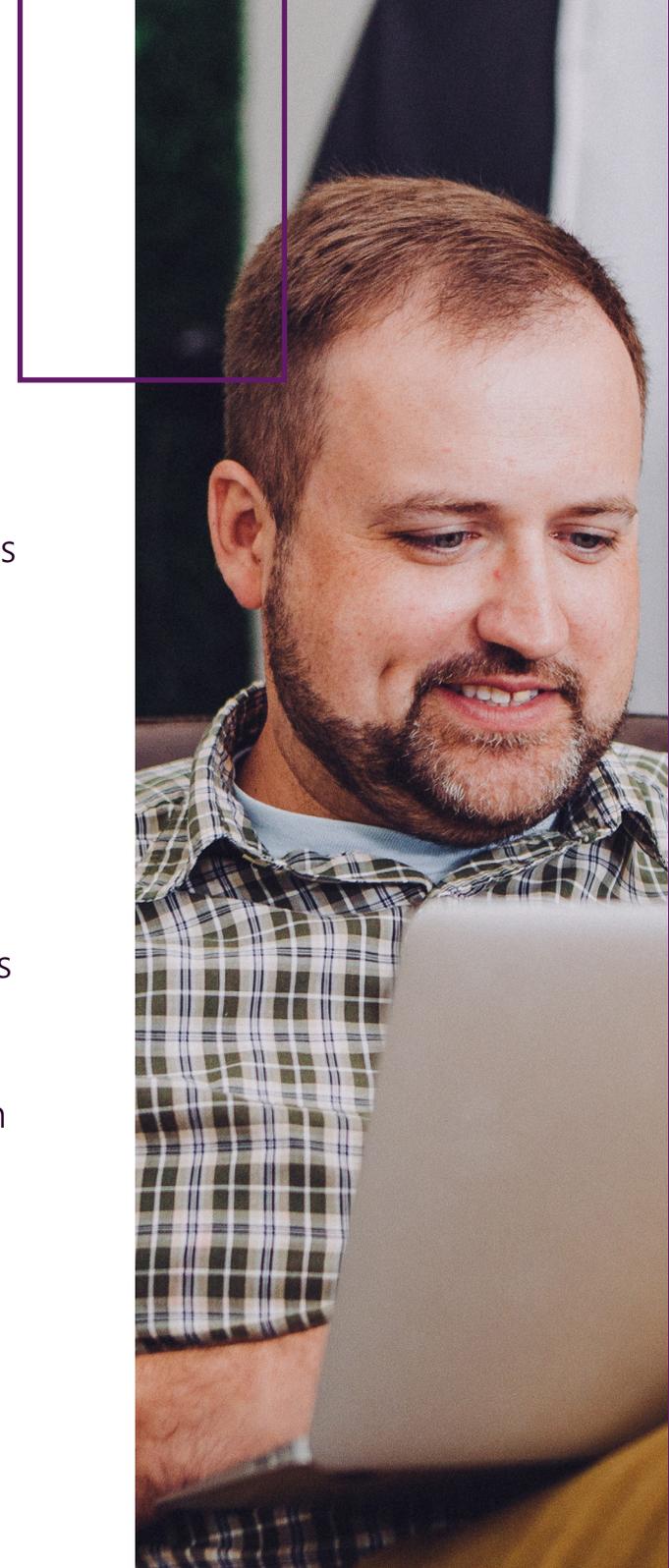
User Support

Our fully qualified support analysts

provide service around the clock, without interruption so that your business can continue to operate 24/7. Our world class NPS score of 82 underpins our commitment to not only technical expertise but also customer service and responsiveness.

Infrastructure implementation and support

We believe an agile and strong infrastructure is key to every organisation's potential to grow and succeed. TSG's IT infrastructure service is built to support the management, usability and protection of your data and information. 24/7 proactive, preventative monitoring and support, combined with detailed reporting, ensures a dependable and robust environment.





Disaster recovery

Even if you have a regular backup routine in place, it's vital to understand how you'd recover your data and get back up and running if the worst does happen. Our experts can support you to put disaster recovery and backup plans in place to suit your business requirements.

Connectivity & networking

Well designed, reliable, and secure networks improve the efficiency of your entire system. TSG designs and implements networking systems that are cost-effective and efficient, giving you peace of mind that your systems are built on strong foundations.

Effective communication

Cloud hosted voice solutions give you a simple futureproof system that keeps your team and customers connected at all times, with minimal capital expenditure and ongoing support. TSG aligns modern

communication tools to collaborate with staff and clients using technologies like Teams and cloud voice to enable the hybrid workplace.

Partnership training services

We offer a range of training options to complement our collaboration with your business. Our dedicated team are ready to deliver training covering cybersecurity, cloud, modern working practices and use of applications such as Microsoft Teams.

Service level agreements

Whatever the component parts of the solutions we provide, a commitment to service levels is key. That's why we not only commit to industry leading response times, but also resolution targets.

Client success story

The client

Chadwick Lawrence is a modern solicitor with seven locations and 250 staff located across Yorkshire. The organisation has provided supportive and professional legal advice to both commercial and private clients for over 160 years.

The challenge

Having historically focused on brand development and customer service, the company's IT infrastructure had been 'siloes' and was not being leveraged to gain competitive advantage. Chadwick Lawrence wanted to put the firm on the front foot with IT, prepare for continued expansion and also ensure that as a law firm it was protected against future security issues. TSG's brief was to build and support a scalable, secure environment that could take the business forward.

The solution

After completely updating the infrastructure, TSG implemented a 24/7 managed support model that gives the firm the confidence that any issues will be spotted proactively and resolved before impacting business operations. A new disaster recovery model and upgraded, secure highspeed connectivity has also allowed the firm to quickly open another office. TSG also now plays a strategic role at board level, helping to shape the future direction of the business.

"We are benefitting from TSG's strategic advice, support, as well as the 'nitty gritty' stuff. TSG's distinguished level of service is something you don't come across often."

Dan Bell,
Head of IT, Chadwick Lawrence

"I constantly throw challenges at TSG and the team, but they always find a solution. Everyone I've dealt with at TSG has been truly excellent; the people really know their stuff. The proactive days, which we utilise for the development and improvement of our systems, continue to be worth their weight in gold. In TSG, we have found a true technology partner."

Tom Munro,
Joint Managing Director, Tom Hannah

Award winning
partnerships



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Ready to build a partnership for long-term success?

Get in touch to find out more about our managed services.

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