

Introducing Client Technology Services

ArmstrongWatson®

Accountants, Business & Financial Advisers

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Cricket club screens summer of live sport thanks to IT investment

A Cumbrian cricket club has ensured that visitors can view live sport by investing in a new IT system

Penrith Cricket Club has upgraded its Wi-Fi network so that customers can make the most of future big sporting events such as live international football tournaments and cricket fixtures, along with the Olympics, Rugby World Tours and other large scale competitions.

The upgraded system allows the club to show different matches at the same time, meaning sports fans won't miss a kick, pass or catch, while also delivering uninterrupted Wi-Fi access throughout the club's Tynefield Park ground, including the beer garden.

The work was carried out by Carlisle-based Integrity IT Solutions ahead of the start of the cricket sporting calendar.

Integrity IT Solutions, which also has a base in Annan, Dumfries and Galloway, designs, supplies, supports and installs IT systems to suit all types and sizes of businesses across the north of England and south-west Scotland.

Andrew said the new IT system was part of a wider project to develop the facilities at Penrith Cricket Club. "We wanted to make the most of upcoming big sporting events and upgrading the network has given us more flexibility about which sports we can show and when across our three screens. The new Wi-Fi system is also helping us operate more effectively as a business because we can now take credit card payments outside in the beer garden, which makes life easier for our bar staff. People expect decent Wi-Fi when they visit a venue and, as well as the clubhouse and beer garden, we now have coverage throughout the ground, including for spectators watching the action on the pitch. We have a fantastic beer garden and a large function room, so being able to make the most of our facilities, both inside and outside, is an investment in the future of the club."



**Andrew Hall -
Chairman,
Penrith Cricket Club**

The new system has raised the bar for us in terms of what we can offer our customers.



Introducing Client Technology Services



Technology plays an increasingly essential role in every business and choosing the right solution unique to your business needs can be a confusing, complex and a time-consuming process.

Our Client Technology Service has been created to make the challenge easier by offering independent expert advice to help determine and find the right IT solutions for you and your business.

Our extensive business advisory expertise is brought together with our independent technology partnerships exploring the most effective and efficient opportunities ensuring you benefit from increased need for cyber secure systems and essential insights that will lead to tangible business transformation identifying technologies that will help you improve processes and most importantly reduce the risk of a cyber related threat all at the lowest possible cost. Your existing IT systems can be enhanced to deliver a better return on your investment where replacements might be needed, we can offer trusted assistance with the selection and procurement of new services and suppliers help with negotiating with new and existing suppliers helping you achieve better outcomes so you can save time and many thousands of pounds along the way.

Our areas of expertise will offer you ultimate peace of mind from finance systems to the latest high level ERP systems from data management to analysis we can monitor your current cyber threat risk and identify areas you are most vulnerable, our client care in terms of information security has never been so critical for businesses and their owners. We are pleased to introduce our Client Technology Services partnering with the very best in terms of expertise regardless of region or sector.

Our partners, Cymplify, Jeremy Hyman Associates and Integrity IT Solutions are able to deliver a cost effective IT and technical solution to your needs.

When it comes to the complexities of technology, we're with you.

Toby Woodhead

Toby Woodhead
Head of Technology

How can we help?



Efficiency reviews

We'll help you to identify technologies that will help you improve processes and efficiencies and lower costs too.



Performance reviews

We can identify where and how existing systems can be enhanced to deliver a better return on your investment, or where replacements might be needed.



Assistance with the selection and procurement of new services and suppliers

Our experts can lead the way through the selection and procurement process, ensuring that you select the right solution to meet your business needs.



Recovery of projects that have failed to deliver the expected benefits

Perhaps you've embarked upon a project that isn't delivering the results you were expecting? We can use our knowledge and expertise to ensure we get it back on track.



Expert negotiations with new and existing suppliers to achieve better outcomes for you

Our independence, and cross-market experience, means we're able to advise on an unlimited range of solutions and negotiate with new and existing suppliers to find the right outcome for you.



Cyber risk and cyber threat analysis

Help to identify and understand cyber risk to your business.



Facilitated by Jeremy Hyman Associates, Integrity IT Solutions and Cymplify

IT and Communication Services



IT support

We offer a number of different service packages so you can choose the most suitable level of IT support for your business.



IT security

A simple virus or piece of malware could result in loss of data or disrupt your cash flow and productivity. Integrity provides multiple layers of defence.



IT infrastructure

Our comprehensive knowledge and experience allows us to provide a fully customised solution to fit your needs and, more importantly, your budget.



Mobile solutions

Stay connected with tailored mobile solutions available on all major networks. We can provide different networks on one invoice, with one point of contact.



Hosted telephony

Cost-effective and scalable cloud telephony solutions at a fixed monthly cost. Call recording, call centre packages and professional voice recordings are available.



After-sales service

Our after-sales is tailored to your business so you can be confident that you have the right connectivity and hardware to keep you connected.

As a Microsoft gold partner and Sophos gold partner, integrity IT solutions provide the most secure and cost-effective business IT systems available today, taking a proactive approach and including regular reviews of your IT and comm systems and will always advise you of new solutions and strategies which become available, allowing you to improve your systems and processes.

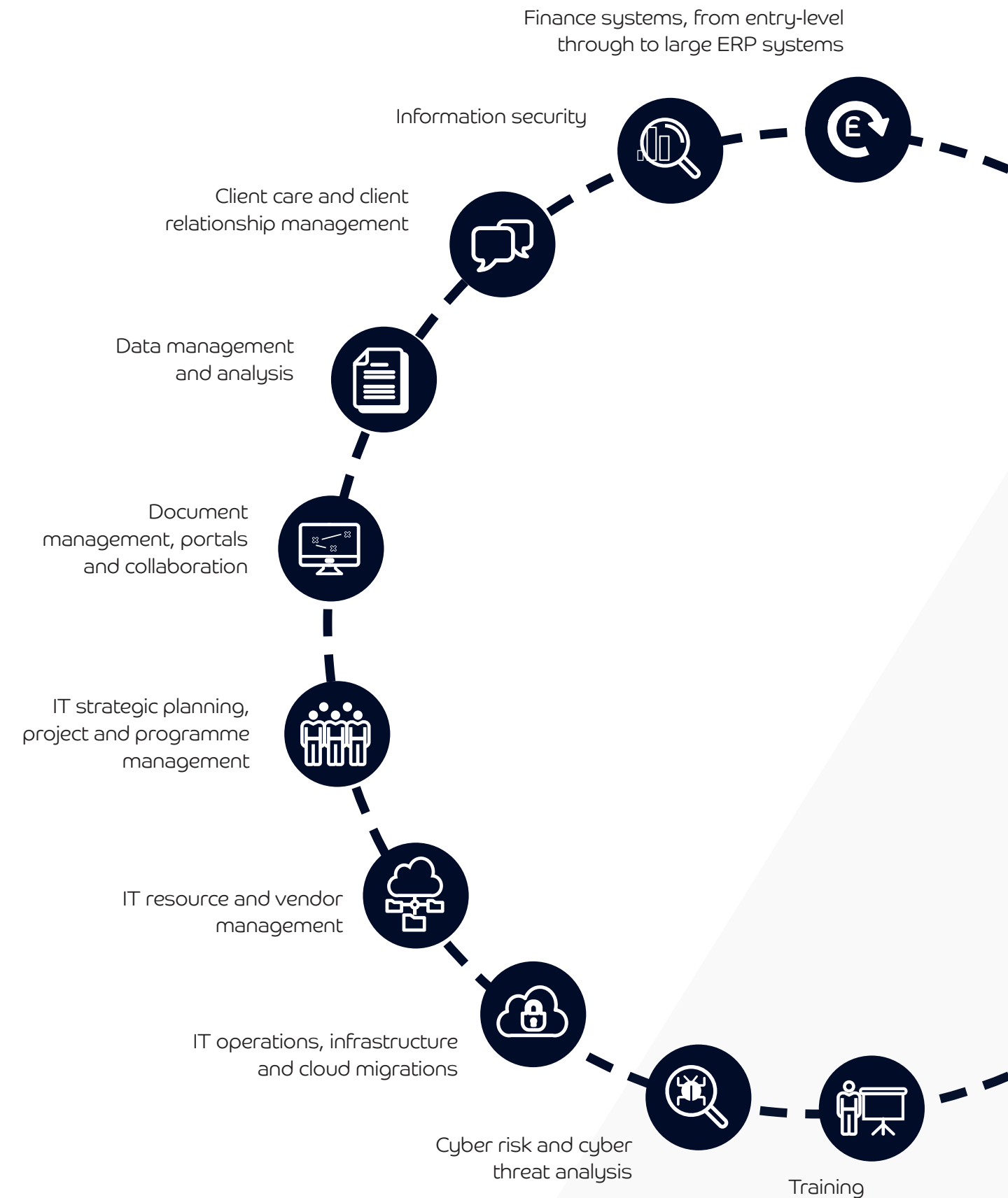
Whether you need help with a cloud migration project, server hardware, WiFi installation, IT support or simply looking to optimise your current systems, our partners can help.

Technology Consultation and Project Services

You may be looking for technology to support ambitious growth or perhaps your business has already grown and your IT infrastructure has not kept up? Maybe securing competitive edge could be your driving force? Or you may know what you would like to achieve but don't know how to implement it. Whatever your IT challenge, we can provide the knowledge and expertise to support your business. Some examples include:

- Improving focus, commitment and accountability in IT operations by facilitating clearer communications between all parties.
- Redesign of processes to bring real-world improvements to income, marketing and cash collection.
- Managing stakeholders to allow all parties – internal and external – to interact well with each other and with senior management, improving transparency and understanding.
- Help with successful adoption of new systems and processes by engaging with users at all levels, managing expectations, and providing realistic project management.

Areas of Expertise



Client Technology FAQs

How can we help your business?

As trusted advisers we are uniquely placed to understand the needs of your business. By sharing with us the issues, plans and goals of your business, we can help identify where efficiencies can be made and where technology solutions may help.

We aim to offer an all-in-one solution to all your technology needs. Some of these solutions will be delivered by our Management Systems team and some through our partners Jeremy Hyman Associates and Integrity Office Solutions. For example, our own Management Systems team will deliver Xero and Sage 50 implementations alongside integrations with apps and other systems, such as till systems and basic inventory control, whereas businesses who require larger systems, such as Sage 200, Microsoft Dynamics etc. will be assisted by Jeremy Hyman Associates. All IT and communications systems needs will be facilitated by our partners Integrity Office Solutions.

All IT and communications systems needs will be facilitated by our partners Integrity Office Solutions, whilst our partners Cymplify can work with your business to help identify and understand cyber risk.

What types of Technology solutions and services are available?

These are just a few of the services and solutions our team and partners are able to offer:

1. Finance systems, from entry-level through to large ERP systems
2. Data management and analysis
3. Client care and client relationship management
4. Document management, portals & collaboration
5. IT strategic planning, project & programme management
6. IT resource and vendor management
7. IT operations, infrastructure and cloud migrations
8. Information Security
9. Training

Who are Jeremy Hyman Associates?



Jeremy Hyman Associates are a specialist, dedicated team who help firms make good IT decisions. They offer unbiased and independent advice and help clients choose and implement the most appropriate technology and resources.

Even though we have our own capable IT team, Jeremy Hyman Associates adds value to our business by helping to develop our long-term Technology strategy and providing external oversight at board level. In the past, Jeremy Hyman Associates have helped us to run software and supplier procurements from identifying requirements through to sitting in on vendor beauty parades.

“

Jeremy and his associates have worked with Francis Clark helping us to determine and follow the best technology strategy for the firm. They are knowledgeable and forthright, and bring an external view at Board level that we value.

”

Andrew Richards,
Managing Partner, PKF Francis Clark



Who are Integrity IT Solutions?

IT and communications experts since 1976, formerly Armstrong Watson Computer Solutions, they became Integrity IT Solutions in 2009 following a management buy-out. In 2020 they became part of the Eco Group of companies. Integrity has since expanded in both its service offering and team size to provide even wider coverage and solutions to their customers.



“

An excellent experience from start to finish, super quick assistance when needed, an absolute pleasure to deal with. The team at Integrity go above and beyond to ensure our total satisfaction every time and I would have no hesitation in recommending them to all.

Thanks for all your support.

”

Chris Ismay,
David Hayton Group



Who are Cymplify?

Cymplify works with you and your business to help you better understand cyber risk. They identify any threat and risk exposure, and can help to better secure your businesses against the increasing threat of cyber attack. Simply put, many businesses aren't doing enough to combat evolving cyber threats. With cyber criminals using more advanced techniques to exploit humans, the traditional route of 'once-per-year' security awareness training just isn't enough to protect today's businesses from the loss of sensitive information, reputational damage and financial repercussions. Cymplify can work with you to resolve these issues before it's too late.



“

Cymplify brings powerful, easy to use, affordable and continuous cyber risk management within reach of our business. The cutting edge tools, 'always on' monitoring and detailed analytics allow us to see our business the way an attacker would, create a culture of cyber awareness and enabled us to dramatically reduce our cyber risk as a result.

IT & Ops Director
UK Top 50 Accounting Firm

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11 top tips to protect your business against the threat of cyber attack

There are many actions that can and should be taken to help reduce the risk of cyber-attack, and whilst we would always advise engaging with a professional for a full Cyber Health Check /MOT, here are a few basic steps your business can take to ensure that the fundamentals of cyber security are in place:



Check your system patching

Ensure your users' desktops, laptops and mobile devices are all patched, including third party software such as browsers and office productivity suites. If possible, turn on automatic updates.



Verify access controls

Who has access to your systems and how, passwords, multi-factor authentication, old or unused accounts etc?



Ensure defences are working

Anti-virus software, firewalls etc



Logging and monitoring

Ensure systems are up to date



Review your backups

Are all running correctly, do you have an offline back up?

Incident plan

Make sure you have one and it's up to date.



Check your internet footprint

Ensure that records of your external internet-facing footprint are correct and up to date.



Phishing response

Are processes in place for staff to report phishing emails?



Third party access

Remove any access that is no longer required and ensure you understand the security practices of your third parties.



NCSC services

Check your CiSP account works to share information of threats and register for the Early Warning service.



Brief your wider organisation

It is essential that the wider business understands the situation and that they are on the lookout for and understand how to report anything suspicious.

For further information about our Client Technology Services, please contact



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