



## Microbyte Yusef Yeganeh - Managing Director

### Can you tell us a bit about the business?

We're a managed services business providing IT support and solutions world-wide and have more than 10 years' experience in the IT sector. The IT solutions we have implemented range from schools with small IT budgets that need advice and action, to global market leaders whose IT infrastructure spreads over the UK, with satellite offices across the world.

### How many people work for Microbyte?

We have over 25 employees across our offices in Peterborough and London.



### Why did you decide to use a BC service?

It's a service that we understand the importance of having and the impact it can have on a business if it's not in place. We ensure that all our customers have a BC plan and process in place, simply as part of best practice.

### Why did you choose NetSupport BC services?

With some BC solutions, all clients are using the same cloud space and its specific infrastructure, which can become too costly, over-engineered and provides zero flexibility or personalisation. With NetSupport's Co-Location and Disaster Recovery service, it's much more personal as it's not cloud-based. The infrastructure is already there, meaning it's quicker to implement, as we're not building from the ground up.

Overall, NetSupport BC has a great team in place, providing a great local and flexible service. They have been so accommodating with our need to scale dynamically and to access the site 24/7 - which we have done on more than one occasion.

### If you did not have a BC plan in place, how would the business cope in the event of a disaster?

Although we have various business practices in place to help mitigate the impact of any disasters, it can be a challenge to restore 100% of the infrastructure. Therefore BC is a must, with no exceptions, to ensure a business can get 100% back to normal immediately after a disaster.

### What were your first impressions of NetSupport's facilities?

Understated, well located (great road and rail links from our offices in Peterborough and London) and secure. Its security features are impressive and with a 24/7 security guard, we feel our data is fully protected.

### If you could sum up NetSupport BC in three words, what would they be?

Reliable, flexible and accommodating.