

## SECTOR CV

### FINANCIAL SERVICES

#### Embracing change in the Finance sector

##### Helping you to keep pace with innovators and FinTech newcomers

Financial Services organisations have come a long way from brick-and-mortar stores, embracing new technology and innovations to keep up with customer expectations. But there is still some way to go. As new FinTech companies enter the arena with technology-focused solutions that provide more convenience and accessibility to customers, the competition has never been so fierce.

According to the Gartner 2020 Agenda Poll, one of the top future initiatives in the Finance Sector is technology optimisation. Businesses need to use digital technologies to upgrade the outward-facing customer experience while maximising internal

collaboration possibilities and remote working opportunities.

However, it's not as simple as just implementing new technology to replace outdated legacy systems. In a heavily regulated industry, change management and user adoption can be a challenge due to technical complexities and lengthy implementation times. This can directly impact ROI and staff and customer engagement.

In order to thrive in the industry long-term though, transforming your customer engagement is critical. Accessibility, user adoption and cultural trends need to be strategic priorities if you want to keep up with the competition.

### HOW DOES NASSTAR SUPPORT THE FINANCIAL SERVICES SECTOR?



#### Microsoft Teams

Effective collaboration is crucial for the Financial Services sector to succeed. Microsoft Teams enables your users to communicate and collaborate effectively from any location, whether via voice, message, or video. This secure workspace also acts as an integration window for many other tools, products, and services within Office 365.



#### PCI Compliance Services & Contact Centre Solutions

We know how important protecting your customer's data is. We ensure PCI compliance with our full suite of secure payment applications. Our contact centre, mobile, web, self-serve and Chatbot applications support you on every step of the payment journey, enabling your agents to focus on customer service.



#### Microsoft Azure

Cloud services allow you to build, manage and deploy applications at scale using the right tools for business – even across a global network. From Hybrid Cloud to a full Azure system, we can help you to unleash exceptional performance in a cost-effective, dynamic, and secure way.



#### Cyber Security

In your industry, security is a must, and we offer resilient solutions that mitigate risk across your infrastructure. Our teams have developed a suite of protective technologies, automated monitoring tools and cyber threat detection tools to defend your organisation and secure the data of your customers. Our award-winning service protects your reputation 24/7, 365 days a year.



### Strategic Consulting

With over 20 years of strategic consultancy, we can help you to design, plan and execute your IT projects at a pace to suit your business goals. Our teams can integrate your solutions effectively to deliver maximum business value and minimise disruption.



### Managed IT

Our tailored managed IT packages offer as much or as little support as you need. With specialists available 24/7, we can deliver thousands of scheduled IT checks and maintenance tasks to ensure your IT operations are running smoothly.



### Modern WAN and LAN (Network and Infrastructure)

Being connected at all times is vital to your success, especially in an always-on digital world. Our fully managed WAN and LAN connections ensure reliability across your infrastructure so you can focus on the things that matter most.

## CASE STUDY: NVM PRIVATE EQUITY

Following a three-week disruption to their broadband provision, Venture Capitalist firm NVM conducted a wholesale review of their IT infrastructure and future strategy. Their scope included the need for resilience, business continuity, support and expertise; and Nasstar's fully managed services solution was the perfect fit.

**“By moving to Nasstar’s managed service offering, we were basically getting the ‘super department’ that we’d always wanted behind our IT function.”**

[READ MORE](#)



**CHRIS MELLOR**  
NVM PRIVATE EQUITY LTD

## WHY NASSTAR?

Delivering IT that just works is what we do. Our teams are on hand to manage and protect your systems before they ever become a problem, while you're free to do what you do best – drive business value.

Embracing change doesn't need to be difficult. With the right technology partner on hand, you can stay ahead of the curve and ensure you don't get left behind again.

For further information or to book a free consultation, please contact  
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