

Managed IT



Client Profile

Jigsaw Insurance Services is an award-winning insurance broker specialising in protecting people and what matters to them, including car and pet insurance.

The business was established in 2000 and since has undergone a rebrand in 2019. After enjoying continual success and growth, they now currently employ over 130 colleagues at their head office in the centre of Harrogate.

Jigsaw has gone from strength to strength and chooses to invest heavily in developing their business, including the skills and progression of their colleagues as well as their IT infrastructure.

Challenge

Jigsaw's priority was to identify a Managed Service Provider that they could trust, they sought a partner who would provide solid advice and guidance to support their business goals. Due to the nature of their business, another key objective was to protect their data and prevent any threat of data breach.

Solution

Jigsaw partnered with razorblue back in 2015 and have benefited from several years of Managed IT for the firm's infrastructure.

razorblue also provide Jigsaw's web-based cloud server, along with back-up and disaster recovery solutions. razorblue's private cloud provides Jigsaw with a secure and reliable environment that is supported and monitored 24/7.

Email security is also supplied by razorblue, which protects against all external and internal threats, including spam filters and malware detection and prevention. A firewall which includes IDS (Intrusion Detection System) was implemented too, adding another layer of security. The firm's connectivity was implemented by razorblue, through a dedicated leased line which offers speeds of up to 300mb.

"razorblue's level of expertise and attention to detail is exceptional. They tend to shy away from the hard sales approach, using staff with technical experience as Account Managers. From my 13+ years working in IT, it's rare to find a supplier that genuinely has their customers' best interests at heart. razorblue are a valued supplier to Jigsaw, they have a great team and I plan to continue using them for the foreseeable future."