

## NetSupport Disaster Recovery - Testimonials

**Client:** VFM Services, Volume Fraud Management

**VFM Services** offers claims handling, risk management solutions and training to the financial services industry. The company commenced operations in August 2000 and is responsible for introducing what is termed 'Conversation Management' to the commercial world. It designed and developed the ground breaking New ERA Screening Process; based on a mix of forensic psychology and conversation management, with one key strand throughout; true customer focus.

"Our IT infrastructure has grown considerably to support our offices based in Peterborough and Hitchin. This increased our responsibility to ensure high availability of uptime of our systems.

As a result, it became important to have an effective business continuity plan in place to secure our business applications and data, and reduce the risk of any downtime. After careful consideration and evaluation of a number of DR suppliers in this area we selected NetSupport by hosting our equipment in their state-of-the-art purpose-built Data Centre, in a secure and impressive stable environment, together with workplace recovery positions so that we can be sure that we have the appropriate measures in place, in the event of a disaster.

A key factor in the decision to use NetSupport was the high level of physical security at their facilities. In addition to security guards and CCTV coverage, their access control system is operational and proximity devices are required for those seeking entry into the data centre."

**Rick McCulloch**  
**Company Secretary**  
**VFM Services**



NetSupport

