

# Solutions & Success

## The Inside Story

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## All Mountain Technologies Helped This Local Insurance Agency Develop A Remote-Ready IT Environment

The COVID-19 pandemic shed a light on how important it is for companies to be able to pivot quickly and take advantage of opportunities, during challenging times. The ability to work remotely was proven to be such an opportunity and allowed businesses to be flexible and responsive.

If your company is planning to continue with remote work after it's safe to return to the office, you're not alone in that decision — according to 317 CFOs recently surveyed by Gartner, 74% say they expect to move previously on-site employees remote post-COVID-19.

Furthermore, although you may be able to bring your staff into the office at some point, it's important not to forget all the hard lessons learned during this pandemic. Subsequent waves are a distinct possibility, and so, you need to make sure you have a viable remote work plan in place that can be launched quickly.

The question is: are you remote ready? That was a key concern for this home, auto and life insurance agency, which is why they got in touch with AMT.

## **This Colorado Insurance Agency Needed Secure And Convenient Remote Capabilities**

IT resources have never been as important as they are now as a majority of professionals work from home. In order for organizations like this one to stay connected and productive while working remotely, they need the right technologies and processes in place.

Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

That's why this insurance agency began looking for expert IT assistance. The owner had recently bought the company and wanted to get off on the right foot. They knew they needed to have a solution that was affordable, scalable, and secure and that enabled an efficient remote workforce.

## **That's When This Local Farmers® Insurance Agency Got In Touch With AMT**

They started by researching their local IT support options. They elected to hire AMT for the project because we offered a solution that would seamlessly and quickly integrate into their IT environment.



We use a Microsoft 365 cloud-based solution, as opposed to the competition. Other providers this insurance agency spoke to wanted to implement managed security hardware, which would have been more disruptive, time-consuming and expensive.

## What Did AMT Do For This Insurance Agency And Its Agents?

We migrated this business to Microsoft 365 for email, security, and cloud-stored data, all of which complimented their current cloud-hosted line of business software-as-a-service well.

Benefits include:

- ▶ **Access Apps From Anywhere:** The agents serve multiple local communities and need to be able to use their tools from anywhere, Microsoft 365 gives them that flexibility. They can access their email, meetings, and other services online.
- ▶ **Use Any Device:** Whether their staff members prefer a laptop, a tablet, or even their smartphone, Microsoft 365 is accessible on any type of device and backed up by a robust set of security features.

- **Robust Security Features:** Microsoft 365 uses a defense-in-depth approach to provide physical, logical, and data layers of security features and operational best practices:
  - The Microsoft 365 Cloud App Security provides insight into any suspicious activity in the program. We can investigate situations that could pose a risk and if needed, take action to address them. We receive notifications of triggered alerts for any unusual activities. Then we can view what data is being accessed and used and suspend any user accounts that exhibit suspicious activity.
  - Multi-Factor Authentication (MFA) is another way that Microsoft 365 keeps this insurance agency's data more secure. MFA requires the consumer to utilize two methods to confirm that they are the rightful account owner. By setting up these types of verification, we add an extra layer of security to their Microsoft 365 accounts.
  - Microsoft 365 uses several strong encryption protocols, and technologies including Transport Layer Security/Secure Sockets Layer (TLS/SSL), Internet Protocol Security (IPSec), and Advanced Encryption Standard (AES).
  - Built-in Mobile Device Management in Microsoft 365 Business allows this insurance agency to manage access to their data securely. This lets them secure and manage their users' mobile devices.
  
- **Automatic Updates:** This insurance agency enjoys the latest versions of their preferred apps like Microsoft Word and Excel, thanks to automatic patches and updates. No need to pay for version upgrades — updates are included in their subscription. New features are rolled out to Microsoft 365 customers regularly.



# This Insurance Agency Has The Remote IT Environment They Need To Work Securely And Productively

This insurance agency now enjoys an ongoing solution that is affordable, scalable and secure and that enables an efficient remote workforce. Their team can stay active while working at home and on the go without putting business data at risk.

Over the course of the pandemic, we've gained extensive experience in helping our partners to launch, optimize and secure remote work capabilities. Now that the mad rush to go remote is over, it's time to perfect your processes — and you don't have to do so alone.

Get in touch with the AMT team for expert assistance deploying and optimizing your remote work environment.



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