



THE TECHNOLOGY PARTNER  
FOR BUILDING SOCIETIES,  
SUPPORTING DIGITAL JOURNEYS

CSI

YOUR PERPETUAL EDGE

# MODERNISE, SECURE, AND INNOVATE

Building societies operate in a fast-changing landscape. Consumer expectations are rising; customers want access outside of traditional business hours to digital services, but they don't want convenience to come at the cost of security.

To compete, societies must build new digital channels within regulated, robust frameworks whilst retaining the same level of customer service that distinguishes building societies from other financial service institutions.

Do you have sufficient skills in-house to make this transition? The traditional organisational structure of many building societies, where many people play multiple roles, suggests that you may benefit from expert support.

To achieve optimal results while controlling cost and complexity, team up with the ideal technology partner: CSI.

Whether you're at the start of your digital journey or already making progress, CSI can provide consultative advice and targeted managed services to get you to your destination quickly and cost-efficiently.

Create the best possible offering for your customers in today's digital world and maximise the return on your investments with CSI.

# TAKING A FRESH APPROACH

At CSI, we go beyond the technology to focus on the full business picture. We are well-practised at engaging peer-to-peer with multiple levels of an organisation, from the C-suite to technical architects, and everyone in between.

Our goal is to understand your challenges and build a tailored solution, using a consultative approach. We apply lessons learned from past engagements to streamline and optimise the outcomes of every project. If we spot an opportunity for you to enhance efficiency and accuracy through automation, then we will help you to seize it.

Our pedigree in the financial services arena has been built over the past two decades. We are trusted by more than 30 financial services organisations, including four building societies.

## CSI ACCREDITATIONS AND EXPERIENCE

- ISO 27001 certified for Information Security Management Systems
- Fully registered on the FSQS supplier qualification system
- Security and audit assistance including PCI-DSS, CQUEST, FCA SYSC 8.1 general outsourcing requirements, and SWIFT Customer Security Controls Framework (CSCF)
- Microsoft Gold Partner and Cloud Solution Provider (CSP), delivering projects on Microsoft Azure including the first born-in-the-cloud bank (Redwood) and a full cloud transformation with Darlington Building Society
- Alert Logic EMEA Security Partner of the Year 2021
- Hybrid Cloud Product of the Year at Computing's Cloud Excellence Awards 2021



# OPPORTUNITIES TO CONSIDER

## 1. MODERNISE YOUR INFRASTRUCTURE

Is your IT infrastructure aging? Team up with CSI to design a future-proof roadmap that will ensure your business can extend its competitive edge. Whether you are looking to move to latest-generation hardware or considering public cloud services such as Microsoft Azure, we will help you weigh up the pros and cons to make the best possible decision for your business.



Once you have decided on your next steps, we can support you in achieving a low-risk, non-disruptive migration. With decades of experience, we can provide comprehensive expertise across a broad spectrum of IT vendors – from on-premises and private cloud architectures to hybrid and multi-cloud infrastructures.

## 2. OFFLOAD IT TASKS AND CUSTOMISE YOUR OUTSOURCING SERVICES

Procuring specialised IT skills is an ongoing challenge for many organisations. Ensure you can focus on your core business – providing outstanding banking and financial services to clients – by taking advantage of IT outsourcing where it makes sense.



At CSI, we have end-to-end knowledge when it comes to IT infrastructure. We can offer global monitoring capabilities, 24/7 IT support, networking expertise and more. From the highly technical to the everyday, you can offload IT tasks to us; we will operate as an extension of your IT team that proactively brings new technology and trends to you.

## 3. STRENGTHEN YOUR CYBER SECURITY POSTURE

The threat landscape is evolving quickly: each day brings new hazards, as cybercriminals invent novel ways to identify and exploit vulnerabilities. As a building society, you are an attractive target for attack, which makes a comprehensive cyber security strategy a must.



CSI can help you to audit your systems to ensure sensitive data is protected and facilitate compliance with regulatory requirements. We will provide recommendations and offer targeted services to meet your specific cyber security needs. We work with leading security company Alert Logic to deliver 24/7 managed detection and response services, combining our proven methodology with their award-winning security platform, cyber security experts and cutting-edge threat intelligence.

## 4. DRIVE WORKPLACE PRODUCTIVITY

Communication, collaboration, and efficiency are key to any modern business, but not without challenges. The Covid pandemic has embedded productivity tools like Microsoft Teams, SharePoint, and OneDrive into the workplace, but at what cost to already stretched IT departments?



Application suites like Microsoft 365 are priced per-user, per month so there's no big up-front purchase. Plus, as a SaaS offering, Microsoft 365 is updated automatically to the latest version, so you never have to deal with outdated software. CSI can ensure a smooth migration from on-premises applications, implement additional levels of security and our backup services protect your valuable data in the long term.



# WHAT OUR CLIENTS HAVE TO SAY

CSI has a long track record of successful projects with building society clients and those in the financial services industry.



Darlington Building Society (Darlington) is adopting leading technologies to build on the firm foundations it has laid over many generations. When the building society reviewed its IT environment, it identified the cloud as a key strategic platform for growth.

CSI engaged with Darlington to manage a seamless migration to Microsoft Azure, and continues to ensure that its clients are protected with AI-powered cyber resilience and data protection.

Following the successful cloud migration, CSI now delivers a portfolio of managed services to ensure that day-to-day operations run smoothly and the new environment continues to be fit for purpose.

By delivering cyber security services to protect endpoint devices together with managed backup and disaster recovery, CSI provides the society with both the first and last lines of defence against cyber threats. The estate is continually checked, so compliance audits become 'business as usual' rather than periodic business disruptions.

"Darlington Building Society welcomes the support of CSI with the recent migration to Microsoft Azure. The decision to move to the new cloud environment saw the Society increase our application performance, cost-effectiveness and reliability. Following the successful cloud migration, we are looking forward to a strong future relationship as we continue to grow and invest in our digital future."

Jonathan Harwood,  
Head of IT,  
Darlington Building Society



With help from CSI, Buckinghamshire Building Society cleared the path to growth with confidence and assured that its supporting IT systems are now efficient, effective, and secure. Following its engagement with us, the organisation received a positive external audit rating.

CSI worked with the Society to design a set of managed services to support its business strategy, ensuring system availability, performance, and security. Cyber protection services are now delivered together with Alert Logic, and the security platform is supported by CSI's dedicated 24/7 Security Operations Centre (SOC).



CSI enabled financial solutions provider Finova, to deliver highly available, secure solutions via the Microsoft Azure public cloud. This has helped the company evolve ahead of its client base while satisfying banking regulations.

One of the first Finova clients to target a move to the cloud was The Cambridge Building Society, which was seeking to accelerate innovation and enhance operational resilience.

"Partnering with CSI has enabled the Society to provide a robust and secure IT infrastructure to support its continued growth and to meet our operational resiliency requirements."

Dave Childerstone,  
Head of IT,  
Buckinghamshire Building Society

"The plan was executed perfectly, and all key milestones delivered on time. Now that we are live on Azure, we are starting to see the benefits. The flexibility that the cloud offers will enable us to manage growth and accelerate our overnight processes to allow customers full access to their accounts throughout the day."

Trevor Tannenbaum,  
Head of IT & Change,  
The Cambridge Building Society

# CSI: THE TECHNOLOGY PARTNER FOR BUILDING SOCIETIES

In addition to the satisfied clients referenced in this brochure, CSI also delivers critical cloud, data protection and cyber security services to financial institutions and ISVs including Key, The Mortgage Lender, Redwood Bank, and Fleet Mortgages - visit our website for more details.

## CONTACT US

To find out how CSI can support your organisation's digital journey, please contact Matthew Clemow directly by email at [matthew.clemow@csiltd.co.uk](mailto:matthew.clemow@csiltd.co.uk)

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