



## INDUSTRY

### Insurance

### RESULTS

All 15 companies were successfully integrated into a single Microsoft 365 tenant, improving efficiency and security. Each achieved Cyber Essentials Certification, while 362 users now benefit from fast, reliable IT support, enhanced security, and centralised visibility across the IT estate.

### KEY PRODUCT

Remote and onsite Support, Managed IT Support, Remote Monitoring and Management (RMM) tools, Microsoft 365, Cyber Essentials, Project Management, Key Account Manager, IT Automation

### FEEDBACK

**"It was essential that our IT partner could rise to the occasion, and MCS Group certainly delivered. From day one, MCS Group ensured we maximised the potential of our Microsoft 365 enterprise solution, facilitating a seamless execution of our M&A IT integration plans."**

## CHALLENGE

After expanding, DR&P Group needed a robust IT strategy to support continued growth, integrate new acquisitions into a single IT environment, and strengthen cyber security.

**DAVID  
ROBERTS  
&PARTNERS  
GROUP**

### DR&P'S STORY

Founded in 1977, David Roberts & Partners (DR&P Group) is now one of the UK's fastest-growing independent insurance brokers, with nearly 400 staff across 25 UK and European offices and over £620m in gross written premium, driven by continued acquisition and organic growth.

# DR&P GROUP

[drpinsurance.com](http://drpinsurance.com)



MCSGROUP

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**DR&P Group's rapid business expansion through its acquisition journey introduced new IT challenges, making it essential to align with the group's Cloud IT strategy to ensure seamless integration and continued growth.**



## THE CHALLENGE

Some of the acquired challenges through acquisitions included:

- On-premise Server Environments
- On-premise Telephony Systems
- On-premise Traditional backups (USB/Tape)
- PC Tower Desktop Environments



## THE SOLUTION

- Migrated 15 companies into DR&P's IT infrastructure with minimal disruption
- Standardised cyber security using Cyber Essentials best practices
- Strengthened Microsoft 365 security with Entra ID, OneDrive, and SharePoint
- Enabled proactive IT management with real-time visibility via the client portal and RMM tools

The goal was to create a secure, unified, and scalable IT environment that could support their business well into the future, so MCS Group deployed a comprehensive IT strategy to streamline operations and enhance security. **We achieved a 99.7% average CSAT score, closed 2,300+ tickets, and received 600+ positive reviews**, reflecting our strong focus on customer satisfaction and service quality.

## THE RESULTS

### Seamless IT Migration

All 15 companies successfully migrated into a unified Microsoft 365 tenant with minimal impact on productivity.

### Proactive IT Oversight

DR&P now have full visibility & control over IT infrastructure through live dashboards & reporting tools.

### Improved IT Efficiency

362 users receive fast & effective IT support nationwide.

### Microsoft 365 Security Reinforced

Secure Score monitored & updated to ensure best practice policies.

### Stronger Cyber Security

Every operating company under DR&P Group passed the Cyber Essentials certification.

### Compliance & Patch Management

Deploying the latest technology in RMM and device management tools.

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