

London-based Hedge Fund Selects Eze Castle Integration as Its Outsourced Technology Provider

Introduction and Competitive Analysis

A large, London-based hedge fund met with consultants from a leading prime brokerage to discuss a number of topics related to its business. When the subject of technology arose, the prime broker recommended a trusted IT solutions partner, Eze Castle Integration.

Subsequently, Eze Castle engineers met with the fund's senior managers to discuss a number of products and services and how the firm could benefit. Although they were quite impressed with Eze Castle's solutions, the fund managers opted to conduct meetings with other IT providers in London to gain a more thorough understanding of the available opportunities. After speaking with Options IT, Capital Support, and Matsco Solutions, the managers determined that they would prefer to own and host their own infrastructure. In this area, Eze Castle's offering was both more sophisticated and more cost-effective than those provided by its competitors. Additionally, our relationship with the prime broker proved tremendously helpful during this time.

In the end, the final pricing was similar to that of Options IT over a three-year period, but the client chose Eze Castle Integration for its superior overall value.

A Relationship is Developed

After the fund's selection was complete, the Eze Castle team set to work assessing how to best meet the firm's IT needs. The technical design was very complex and a first of its kind at the time. All information and systems were hosted in Eze Castle's data center, as the fund did not have enough space for hardware at its office site.

Once Eze Castle had proven its expert engineering teams were skilled at effectively implementing and supporting all aspects of the fund's IT infrastructure, we became a trusted partner and technology advisor for the firm. Today, Eze Castle Integration manages all of the fund's IT needs in both its London and New York City offices. The firm does not employ an internal IT staff, but now outsources all of its IT-related business requirements to Eze Castle.

The hedge fund is now operating with a comprehensive solutions package including colocation of data in both Eze Castle's London and New Jersey data centers, ECINet wireless Internet access, and service agreements on both sides of the Atlantic. Eze Castle's London and New York teams continuously work together to ensure the highest levels of support for this hedge fund and all of its IT needs.

Conclusion

By using Eze Castle's solutions and services in both their London and New York City locations, the client is able to realize a number of synergies they otherwise would not have had the opportunity to take advantage of. As a result of the ongoing teamwork between Eze Castle's London and New York teams, the firm has been able to coordinate cross-continent disaster recovery testing to ensure the protection of its data. When minor issues arise, they can be seamlessly handled by our Client Service and Disaster Recovery teams regardless of the location of the problem.

The client also benefits from superior support across a greater timespan each day, thanks to coverage in both the UK and US time zones, as well as Eze Castle's 24x7x365 global Help Desk. Additionally, this has allowed us to work with the firm to streamline budgeting between the two locations.

Another advantage that the client has benefitted from is the seamless and highly efficient communication systems that Eze Castle has helped them to implement. With a phone solution and P2P system in place, the firm's offices can easily communicate with one another in real-time. Employees are able to conduct meetings and share information with teams on both sides of the Atlantic without difficulty.

Eze Castle has also provided the client with full-time onsite engineers who are treated as part of the fund. Since these engineers are dedicated solely to this client, they have a deep and thorough understanding of both the complex IT environment and the internal corporate culture of the organization.

The skilled and seamless work done by an Eze Castle team comprised of both London and New York employees has been truly impressive to the client. We have developed a strong relationship with the firm's CEO and management team. Eze Castle's global support model, which allows us to cohesively work on the account from both sides of the Atlantic, has proven invaluable for the fund, and is one of many reasons that they continue to trust Eze Castle Integration to handle all of their technology needs.