

Large NYC Hedge Fund Selects Eze Castle Integration for All of its IT Requirements

Background

A New York hedge fund serving institutional and high net worth individuals was aiming to launch around the end of 2009. Led by a prominent CEO who was previously employed at another well-known investment firm, the company would be managing about \$3 billion in assets.

After an initial meeting with the Eze Castle Integration New York sales team, including some of our expert Sales Engineers, the fund also met with both Richard Fleischman & Associates and Gravitass Technology to compare offerings. Ultimately, they were more comfortable relying on Eze Castle for their IT needs. They were particularly interested in our virtual CTO program, as well as our ability to manage all aspects of their technology build out.

As a start-up, the fund required – and subsequently signed on for – a comprehensive IT package of Eze Castle solutions and services. From Project & Technology Management and service, to Voice, Disaster Recovery, Business Continuity Planning, ECINet, and Eze Vault, Eze Castle implemented the firm's complete infrastructure. As our first client in New York to purchase an Intel Modular Server, we provided them a bundle which includes servers, storage and networking on a single platform for increased simplicity and flexibility.

Service and the Eze Virtual CTO

As we began working with the client, it quickly became clear that they were a highly experienced team that had been working together for a number of years. As such, they were keenly aware of their strengths and weaknesses, and knew that bringing in a technology expert was the key to a successful launch.

The Eze Virtual CTO (vCTO) and service programs were the perfect solutions for the firm's needs. Currently, the client has an Eze Castle engineer working onsite two days a week. This allows them to be more proactive in protecting their IT environments, rather than waiting until something goes wrong and then trying to quickly resolve the issue while avoiding any downtime to operations. As a result, the client rarely experiences minor technical issues or requires Help Desk assistance.

Another advantage to this approach has been that, instead of using the "it's broken, fix it" model, the Eze Castle team has been able to detect potential problems sooner, so that we can take the necessary time to truly understand the nature and source of the issue and thoroughly resolve it to prevent future occurrences. The client has indicated that, over the long term, this proactive approach has proven to be an extremely valuable aspect of the services provided by Eze Castle.

In addition to providing an onsite engineer, we have also designated a top consultant to serve as the client's primary escalation point and act as an Eze vCTO for any significant issues that may arise. By working closely with the client, the vCTO has been able to gain a thorough understanding of the firm's internal structure and technology environments.

This has proven to be an invaluable service to the client, as the vCTO has participated in the launch of the fund and important due diligence meetings with large potential investors. During meetings he provides perspective into the firm's IT infrastructure and answers questions; his participation and ability to demonstrate the firm's robust IT environment has helped the client win investors.

Disaster Recovery

The client understood the importance of protecting their systems, data and reputation with a robust disaster recovery (DR) system. Through the hosted Eze Disaster Recovery solution, the firm has protected many aspects of its IT infrastructure, including its Active Directory and file server, Exchange server, Blackberry service, order management system, database and application server, and Citrix server.

With Eze DR and our expert DR team, the client does not have to worry about maintaining operations in the event of a building closure or related disaster. This sense of security is further reinforced through quarterly DR testing which ensures that all backup and recovery systems are working properly. Additionally, through the hosted DR model, the client does not have to go through the recurring renewal process, as this is completely taken care of by the Eze Castle team. It also eliminates the need for investment in hardware and personnel to maintain the systems, because Eze Castle handles this remotely as well.

Net-Net

Since selecting Eze Castle Integration in 2009, this \$3 billion hedge fund has benefitted from Eze Castle's comprehensive service and solution offering and the proactive nature of the entire Eze Castle organization.