

IT Support for Investment Managers

Investment Management Companies are lean, efficient and fast moving. The IT applications used are sophisticated and many are real-time systems that must deliver world-class performance.

The problem is that in a business with such stringent demands covering all aspects of IT is difficult because:

- A wide and deep knowledge of infrastructure technologies is needed as the systems are sophisticated
- Providing continuous cover allowing for vacations, sickness and training requires more people
- Performing start of day checks is difficult because people are commuting to the office

OPTIONS is a highly flexible support service that fills in the gaps so that you can provide the breadth and depth of cover that the business demands.

Benefits to you

Ultimate Flexibility - OPTIONS allows you to decide the level of support, the infrastructure and systems to be covered, and the hours of cover.

Performance & Stability - We specialize in solving and preventing performance and stability problems, and our methods are applied to keep downtime to a minimum.

Full Cover - We provide the hours of cover that you need and without any breaks for holidays, training and sick days.

Continuous Monitoring - We can continuously monitor the health of your IT systems and services so that problems are detected and corrected as soon as possible.

On-site or Off-site - We can provide on-site support, remote support or a mixture of the two.

Industry Experience - Our extensive experience in the financial services industry means that we understand investment management demands and the systems used.

Continuous Team Development - Our people regularly attend both in-house and external training courses which means that they keep up to date with the latest technologies.

Team Depth - OPTIONS is delivered by a multi-skilled team. Rather than provide one or two support people, OPTIONS provides access to a pool of talent.

ITIL Aligned - Our OPTIONS services is aligned with ITIL Best Practices.

“Our expectation of any service is always high and for us the management of the network has proven very effective, far exceeding anything that we would have been able to achieve internally without great expenditure. It just works, the tooling, the monitoring, the support, it just works.”

Steve Philpot - Former IT Service Delivery Manager
New Star Asset Management

What you get

Tailored Support - The level and hours of support that you need.

Tailored Processes - We tailor our processes to dovetail with yours and provide you with process maps so that you can monitor progress.

Start of Day Checks - We confirm to you via email or SMS that your IT systems and infrastructure are fully functional and ready for business.

Capacity Management - We monitor the utilisation of key IT resources and advise you when upgrades are needed.

Service Delivery Manager - One of our people dedicated to ensure you are getting the support you need.

Problem Analyst Support - Seamless access to Problem Analysts to solve difficult performance and stability problems.

Use of Tools - Our Problem Analysts have an extensive toolkit including proprietary tools specifically built for problem resolution.

Clarity – Commitment – Innovation

We are 100% impartial - and not interested in selling you hardware or software. We just give you the very best vendor neutral advice. We've been providing specialist IT services since 1989 and we work with many of the world's leading companies.