



Cheviot Asset Management selects Oncore IT to provide infrastructure, support and business continuity for major office move

Project introduction

Cheviot Asset Management, a 20-year old investment management firm, relaunched in June 2006 with a new team of professional advisers and executives to provide investment management for high net worth individuals, charities and trusts.

The new team is led by CEO, Michael Kerr-Dineen, the former chief executive of Laing & Cruickshank, and chaired by Sir George Mathewson, the former chairman of Royal Bank of Scotland.

Moving around 100 staff into a new office in Covent Garden in a very specific timeframe was a major logistical challenge especially as it was a 'greenfield' site with no existing IT and communications infrastructure in place.

Cheviot decided to outsource the entire IT project to Oncore IT who was given 72 days to complete the new office set-up.

The requirements

Simon Pigott, Cheviot's IT Manager, said, "We needed a highly reliable and resilient underlying IT infrastructure to support our systems on an ongoing basis which could scale as the business grows. From previous experiences working with Oncore IT, we knew we could rely on them to deliver this, and within the stipulated timeframe."

Oncore IT had to implement a robust IT infrastructure which would ensure maximise uptime, provide scalability for growth, enable business continuity in the event of an office disaster and allow Cheviot to comply with the latest Financial Services Authority (FSA) regulations for disaster recovery planning.

Oncore IT was tasked with installing highly resilient Internet connections and switches, creating the core server and SAN storage infrastructure, providing a new desktop PC for every member of staff and offering IT consultancy for all bespoke financial applications deployed.

The challenges

David Ebsworth, Oncore IT's chief technology officer said, "We were faced with many challenges in the office relocation for Cheviot, the biggest of which was liaising with third parties to ensure a smooth and timely implementation. With no existing facilities at the new office, we had to work with providers in many areas, including networking, communications, hardware, software, power and air conditioning and each task had a specific deadline for completion."

Apart from the initial office IT rollout, Cheviot also needed an ongoing support service to include IT infrastructure monitoring and fixing, as well as data protection and security in the form of email anti

spam and anti virus, online backup, and disaster recovery. It also required holiday cover for the IT manager.

Cheviot therefore entered into a three-year fixed fee managed service contract with Oncore IT to provide this business continuity.

A range of Oncore IT managed services provided

To protect company data and comply with FSA regulations, Cheviot opted for Oncore IT's Online Back up solution (OLB), powered by Asigra software, which backs up all of Cheviot's data every night to Oncore IT's data centre in London and, for added security, replicated offshore in Amsterdam. In the event of data loss, whether it is the entire company data or an individual file or email, the data can be retrieved instantaneously.

Oncore IT also provides Cheviot a replacement server hardware service where units are sent to its office, workplace recovery centre or even hosted at Oncore IT's own data centre.

In addition to setting up the core IT infrastructure and office facilities for Cheviot, Oncore IT also provided a remote access SSL VPN solution so that staff could access company files, emails and market data when out of the office or in the event of a disaster scenario.

Pigott adds, "It was essential that everyone had access to shared files and their emails from day one, plus we needed to plan ahead for future system failures or office disasters which could prevent access to this. The Oncore IT team immediately addressed this by providing us with a redundant set of servers, the ability to quickly access lost data through an online back up and disaster recovery service, as well as providing 24/7 monitoring so that faults can be fixed before we've even realised there's a problem."

Oncore IT implemented its PReSS System to provide Cheviot with monitoring, fault identification and alerting services 24/7/365 days. The system automatically logs calls for any anomalies found on the system, and the service guaranteed by strict service level agreements.

Tangible results

Simon Pigott concludes, "Because Oncore IT put the right infrastructure and solutions in place from the very start of the relocation project, our IT systems are robust, reliable, highly resilient and future proof - saving us time and expense in the long run. With this approach they will rarely fail and even if they do, we know that we can still access our data, allowing us to concentrate on our core business without having to worry about the technology which everyone now relies on completely to function."

About Oncore IT

Oncore IT is a cloud Managed Service Provider with vast experience delivering and managing critical IT infrastructure for clients operating from state-of-the-art tier 4 datacentres in the UK and Europe. One of only 10 tier 1 bandwidth providers in the world, clients get unparalleled connectivity, super fast system performance, unmatched reliability and total security.

Oncore IT offer a variety of hosting, co-location and cloud-based managed services all guaranteed by class-leading service level agreements and solutions looked after by professional, dedicated account managers and technical experts.

Oncore IT excels in designing, implementing, and managing scalable, high performance, low latency infrastructure so its works faultlessly, fully supporting line of business applications no matter what size of company or industry.

PCs, servers, firewalls, security, Internet connectivity, remote access, online data back up, anti spam, virus protection, email and office applications, along with business continuity, remote monitoring and 24/7/365 technical support – that's what we mean by infrastructure.

Oncore IT makes infrastructure work because that's what makes businesses work. That's why year after year, 95% of customers renew their contracts with us.

For more information, please visit the web at www.OncoreIT.com or call 08450 541122.