

## Why Tribeca Technology?

- △ Tribeca provide specialist IT support for the Alternative Investment sector - offering a personal IT service that's driven by over 60 years of industry knowledge
- △ 24/7 remote support coverage and cover for existing IT staff holidays, ensuring your business is always operating as it should be
- △ Peace of mind – your support calls answered, on average within 3 seconds, by a member of our dedicated support team, who already know your IT Infrastructure
- △ Regular IT reports & strategic plans for business growth
- △ Data Security included with a risk mitigation policy as standard
- △ Seamless integration & migration when switching – fully documented plan of action with achievable timeline
- △ Exceptional Quality of Service - we want you to be confident that you are able to work effectively at all times
- △ Multiple Data Centre locations, for comprehensive Disaster Recovery
- △ Early warning systems with our 24-hour monitoring and Critical Alert systems
- △ Tribeca offer a completely tailored solution with the aim of reducing your IT spend and giving you a fixed monthly sum, with no hidden charges
- △ Offices in London, New York & Hong Kong enabling "follow the sun", 24 hour support and pro-active maintenance with minimal disruption

## So why do our customers use Tribeca Technology?

- △ Assistance with launching a new venture
- △ Outgrown their current IT support provider
- △ Needed to outsource their IT support to cure HR headaches or skills shortages
- △ Support for new satellite office that the existing team or provider couldn't cater for
- △ Overwhelmed by IT problems
- △ Wanted a better quality of service

*"Tribeca provide us with a top rate service daily. Every engineer we work with is friendly and cooperative and keeps us updated on the progress of any issues we have. The transition from our previous provider was efficient and pain free thanks to Tribeca's work ethic"*

**Hannah Cheshire - Gatmore Capital Management**

*"All the engineers have also been extremely proactive and very informative in terms of letting me know and keeping me informed of snagging issues on the new floor, which has enabled me to coordinate with our suppliers better to get problems fixed. So please can you pass on our thanks to the boys for all their hard work this week and extra hours. I work closely with them all on a day to day basis and very much enjoy having them as part of our team and thought it was important for you to know."*

**Shen Cunningham - Ardian Investments (UK) Ltd**

*"Very good feedback from the users at Kew on your support desk, they are impressed with the turnaround time on requests. With our previous provider wading through their 3 layers of support was like treacle, with Tribeca it feels like we have more immediate access to the right people."*

**Mark Gensler - Kew Capital**

*Tribeca did a fantastic job with our office move! I was so pleased to have you all working with me on this. As you know, we have no IT support in-house, and I for one, was on my own with a lot of the IT planning for the move. Tribeca were a fantastic help with this – and tirelessly advised me on all aspects requested. You were also very proactive with advice on IT aspects ie. how it would differ from the old office which was very useful for me at exactly the correct stages of planning."*

**Simone Barnicoat - The Exchange Lab**

## Additional information

[www.tribeca-it.com](http://www.tribeca-it.com)  
[www.tribeca-it.com/about](http://www.tribeca-it.com/about)  
[www.tribeca-it.com/services/business-it-support](http://www.tribeca-it.com/services/business-it-support)  
[www.tribeca-it.com/about/testimonials](http://www.tribeca-it.com/about/testimonials)

Get in touch today to book a meeting with our experienced team to discuss your needs:

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