

Why Tribeca Technology?

For more than ten years, Tribeca has delivered world-class, specialist IT Support to the demanding Alternative Investment market. Our services include Business IT Support, Cyber Security, Disaster Recovery, Network Design, Data Centre Hosting, and Software Development.

Tribeca ensures that its clients receive the high quality service that they deserve, and focuses on retaining the personalised customer service levels that they would get from an in-house IT department. Above all, we strive to deliver excellent value for money.

We now support a wide variety of clients in over 15 countries and monitor their infrastructures 24/7/365 with over 5,000 monitor sensors connected. With growth being a core focus of the company, these numbers continue to increase annually, but without compromising our exceptional standards.

Knowledge

Tribeca has a clear understanding of the challenges the financial industry faces with changes such as PRIIPs and MiFID II. We are vendor agnostic and constantly review the ever-changing cyber security landscape in order to ensure that you have the correct technology within your Cyber Security Programme to keep you safeguarded against future data breaches.

Excellence

We use only the best high performance technology in order to guarantee you the most efficient support service. Our instant response helpdesk is able to resolve over 90% of our clients' issues remotely. This is because our 1st line engineers are trained to a similar standard as that of other companies' 2nd line teams. This efficiency benefits you by remedying technical issues promptly in order to minimise any inconvenience to your network.

Expertise

With over 50 years of specialist experience, our team is more than capable of keeping up with your business's fast pace of work and constant need for robust and reliable IT. We will ensure that your systems are working at their optimum level, enabling you to do your job as effectively as possible. All of our qualified engineers have received a diverse range of training and possess a high level of experience.

Dedication

Tribeca is committed to delivering the best outsourced IT support service within the financial sector. We guarantee to reduce your IT overheads, including third part providers. As part of our dedicated service, we can assure you that you will always deal with a full-time employee, as we never use calls centres or contractors.

"Tribeca provides 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 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

Did you know?

On average, calls to our client helpdesk are answered in less than 5 seconds and last less than 4 minutes. This means that within 5 seconds of making a call, you will be speaking directly to an engineer whom will work with you to resolve your problem.

Is it time to outsource your IT support? Tribeca Technology Group's products and services comply with FCA standards.

Get in touch with our team today to schedule a meeting and find out more about improving the efficiency of your IT:

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Additional information

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