



# Tribeca

TECHNOLOGY GROUP

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# A MESSAGE FROM OUR FOUNDER



Since Tribeca was founded in 2006, we've grown from a small single office start-up in Kent to a company with five offices and over 50 members of staff around the globe, with a keen eye to continue growing all aspects of the business.

Tribeca was built on the basis of numerous encounters I'd had with Hedge Funds which were not receiving the high level of service matching their IT requirements. As the Global Head of Infrastructure of a large Hedge Fund for 10 years, I knew that a team the size of mine could manage 5 to 10 times the workload on an outsourced basis. It was time to change direction and set up a Managed Service Provider.

The intention of Tribeca was, and still is, to ensure that investment firms benefit from the level of service they deserve. We focus on retaining the personalised customer service levels that they would get from an in-house IT department. Above all, we believe Tribeca to be an excellent value for money.

Tribeca is committed to its customers, its staff and its growth. We aim to achieve a steady 25% growth each year and ensure our staff reaches their potential. We are committed to our core values of:

- ▲▲ Professional Excellence
- ▲▲ Education
- ▲▲ Effective Communication
- ▲▲ Ownership & Accountability
- ▲▲ Integrity
- ▲▲ Professional Appearance
- ▲▲ Caring & Teamwork
- ▲▲ Fun

Tribeca's team ensures that everything they do works towards achieving our mission:

***"To make technology an asset to your business by supplying outstanding service through dedication and excellence."***

Tribeca now supports a wide variety of clients in over 15 countries. We monitor their infrastructures 24/7 with over 12,000 monitor sensors connected. With growth being a core focus of the company we see these numbers increase without compromising on our exceptional levels of service.

# MEET THE MANAGEMENT TEAM



**Mark Instance**

Managing Director  
& Founder

Before founding Tribeca Technology, Mark had accumulated a wealth of experience in the Hedge Fund arena as Global Head of IT with offices in London, Toronto, New York, Brazil, Singapore and Hong Kong. Since launching Tribeca, Mark has continually developed our team's ability and the quality of the systems employed by Tribeca. We are confident you will not find a better IT service delivery or user experience within the finance sector.



**Ian Rimmer**

Operations Director

Ian joined Tribeca in 2007 as the first technical appointment. He has been responsible for designing many of Tribeca's products, such as our Online Backups solution "Tribeca Datasafe" and Tribeca's Virtual Disaster Recovery suite. A graduate of Hull University, widely seen as one of the big three universities (in East Yorkshire), Ian is also a VMware Certified Professional and has designed and implemented VMware environments for many of our clients.



**Claire Wright**

Accounts Manager

Claire joined Tribeca with over 10 years' experience coordinating the customer service operation of a large insurance company. She has worked directly with both individual customers and large clients within the financial services industry. She now oversees the Tribeca Accounts function. Efficient and methodical, she is capable of all the aspects of accounts, business support and coordination.

# THE EVOLUTION OF TRIBECA TECHNOLOGY GROUP



Company started with 3 employees

**2007**



Moved to bigger, more-modern office

**2009**

**2009**

Subsidiary company purchased (PC Repair Company)



Won a major 3-year contract involving outsourcing of global IT team and transfer of IT staff

**2010**



Tribeca opened office in Dublin

**2018**



Purchased our own office building in Kent

**2017**



Tribeca appointed its 30th employee

**2015**

**2018**

Won Swale Business Awards 'Employer of the Year'



**2018**

Tribeca Technology Group hit £4m turnover





Hired our first apprentice

**2011**



Won first award for Customer service

**2012**

**2012**

Established Tribeca FS LLP, a dedicated software company to develop compliance and reporting tools for the financial services industry



**2013**

Tribeca Technology Ltd hit £1M turnover



**2013**

Tribeca FS launches first product autoKIID, to build Key Investor Information Documents



Tribeca opened office in New York City

**2014**

**2014**

Tribeca FS launches autoFactsheet product, automating the production of fund factsheets



**2013**

Tribeca opened first international office in Hong Kong



*I heard the good news that you recovered Sam's hard drive. She is dead chuffed. What a star you are for sorting that out. Thank you very much for going over and above the call of duty*

Shen Cunningham - (Office Manager)  
Ardian Investments (UK) Ltd

# BUSINESS IT SUPPORT

Tribeca provides a high-quality IT support service exactly when YOUR business needs it round-the-clock. We appreciate that very few businesses only operate between the hours of 8am and 5pm.

## Service Desk

We use a 'follow-the-sun' support model to guarantee that you receive the service you require regardless of where you are and when you need it. Our UK service desk is manned from 7am to 10pm Monday-Friday, outside of these hours, we have service desks located in New York and Hong Kong, offering you continuous support.

On average, calls to our service desk are answered in less than 5 seconds, and they last less than 4 minutes, thus, you can be assured of a fast response and expedited service. We do not use call handlers, which means that within 5 seconds of making a call, you will be speaking directly to a full-time engineer who will work to resolve your problem.

All our staff are employed by us, we do not use any contractors. This means that they have the time to build a working relationship with our clients, understanding exactly what they need and what systems are critical.

## Migration

Migrating from another service provider may seem complicated and high risk; the truth is, it is neither. We have developed a highly detailed process for migrating new clients from existing service providers or in-house IT departments. Nothing is left to chance.

## Projects

Need help with a new IT project? Tribeca has experienced engineers and project managers to create a plan for complex projects. Prince2 certified engineers can assist in planning, scheduling and managing any project ranging from an office move to an infrastructure upgrade.



# SERVICE DESK COVER

## Monitoring Systems

One of the areas that sets us apart from the competition is our monitoring solution. Tribeca has invested heavily to ensure that our engineers are alerted to a potential problem before it impacts our client. A mixture of third-party and bespoke solutions are utilised to produce a comprehensive monitoring system that gives our clients peace of mind. This means that if there is a problem with a business critical system, it will be found regardless of when it occurs.

## Reporting

Our team of technical administrators provide clients with detailed monthly reporting, covering not only IT support service, but also detailed network statistics, billing information from third-party providers, updates on current projects and new technologies that could help their business.

Our aim is to work with our clients in such a way that they see us as an internal IT team - an extension of their own business. Providing not only a support service, but handling relationships with IT related third-party providers, such as Internet Service Providers, Mobile Phone Accounts, etc.



*Tribeca have been only too willing to help often going far beyond the call of duty when providing consultancy and project management on a new data centre build for us. Working with Tribeca on this project has been a pleasure; I would certainly use them again.*

Richard Kidd - (Economic and business development manager)  
Medway Council

# NETWORK DESIGN

With years of network management and design experience, we can fully manage your network infrastructure, optimising hardware that is already in production and offering advice on upgrades where required. Our engineers are knowledgeable with Cisco, Dell, HP, Arista and Fortinet products.

In addition to your primary office network, we can also advise and install systems for remote offices and home workers, ensuring a secure, resilient connectivity to your office LAN.

We are happy to inspect your current network and use our years of experience in Network Design to advise on any areas that can be improved. For convenience and peace of mind, we also offer a fully-managed off-site system hosting in secure data centres.

## Virtual Server Environments

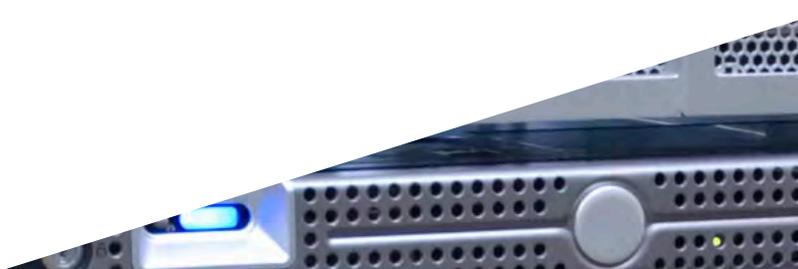
Tribeca specialises in the design and installation of fully-redundant office networks using virtualisation technology as the core platform. This technology offers multiple advantages over physical server infrastructures, such as:

- ▲ Consolidation - saving up to 50% on hardware and maintenance costs
- ▲ Make backup and recovery less-complex
- ▲ Achieve high availability at low cost
- ▲ Use virtualisation as a strategy for expansion through better resource optimisation

## Data Centre Design

Tribeca is experienced in Data Centre Design, ranging from a small office setup to a fully managed data centre offering collocation and hosted services.

We manage all aspects of the project, from conception through to design and implementation, and we deal with your sub-contractors to ensure you get the results you need.



# DATA CENTRE HOSTING

## Production or Application Server Hosting

Tribeca offers hosted servers in our data centres, which are built to N+1 specification, ensuring system availability in the event of component failure. Using our data centres avoids the need to set up and maintain one of your own.

All servers are secured behind fully-managed Fortinet firewalls. Remote desktop access to your server (Windows) and a choice of connectivity speeds are available. The service is ideal for web servers, mail servers, application servers and more.

## Co-location

Tribeca provides an environment to host your server or other equipment from a single U up to dedicated 47U racks, with power and connectivity options available to meet your needs. Tribeca can provide up to 1 Gbps internet connectivity and up to 64 Amps of power per rack, as well as dedicated point-to-point connectivity to almost any data centre throughout the world.

If you are looking for a managed cloud service or want more information on using a cloud platform, take a look at our industry-specific Fund Cloud product.



# CYBER SECURITY

The latest generation of Cyber Criminals take advantage of a user's lack of awareness. The CryptoLocker virus infiltrates a network by disguising itself as a legitimate file and can be difficult to block. It then holds your data at ransom until a huge fee is paid. It is estimated that cyber crimes are costing the UK over £190bn a year. Tribeca understands how user training and company policy is just as important as physical protection.

Tribeca's clients have seen increased pressure from stakeholders to ensure that their systems are protected against the latest threats. Tribeca is well-practiced in the application of Cyber Security Management Programmes, tailored to business priorities, offering the best protection and steps for fast resolution and restitution.

Some items covered by the Programme are:

- ▲▲ Email Security
- ▲▲ Malware & Anti-Virus
- ▲▲ Network Security
- ▲▲ Mobile Device Management
- ▲▲ Update & Patch Management
- ▲▲ Data encryption and protection
- ▲▲ Web filtering & Security
- ▲▲ Secure Remote Access
- ▲▲ Awareness & Training
- ▲▲ Regular review

# DISASTER RECOVERY

Our private cloud disaster recovery platform is the solution you need to ensure business continuity in the face of an unforeseen event.

Tribeca replicates your servers to our safe and secure, ISO 27001 certified data centre.

In the event of an unexpected system failure, natural disaster, utility failure, etc., your systems are brought online and made available to your team. Business continues until the production systems are restored.

***“Since their appointment, Tribeca have provided outstanding service ensuring that the transition from our previous provider was smooth and without issue. They have proven to be proactive and very responsive to our needs.”***

**Terri Jarvis - (Owner)  
Planet Audit**

So, what does this give you?

- ▲▲ Fast Recovery - your most critical systems available to you within 1 hour of invocation
- ▲▲ Peace of mind - uncontrollable events will not affect your business
- ▲▲ Full marks - for disaster recovery in any due diligence enquiry from investors or partners
- ▲▲ Reliability - regular testing included
- ▲▲ Assistance with business continuity planning documentation

You also have the option of taking a tour of our data centres facilities to satisfy yourself that your systems are safe and secure.



Security breaches are a reality for a shocking number of businesses. Datasafe is a secure managed data backup solution designed for the financial services sector.

Research by BIS (formerly, DTI) in 2013, found that 93% of large organisations and 87% of small businesses had suffered security breaches in the previous year. If an unforeseen event causes you to lose data, you need to recover that information and continue operating without any interruption. To combat these threats and improve the resilience of your business, Tribeca offers Datasafe: a secure online data backup solution.

### Why use Datasafe?

- ▲▲ Easy-to-use, fully automated software
- ▲▲ Use of a secure internet connection to send encrypted data to two secure off-site data centres
- ▲▲ Supports file backups, Microsoft Exchange (message level retrieval) and SQL server backup sets among others, all set to run on a schedule decided by you
- ▲▲ Restoration of a file or folder in seconds via the Datasafe Manager application
- ▲▲ Email notifications of completed backups sent to you daily
- ▲▲ No need for expensive backup software, tapes and tape streamers
- ▲▲ No manual backing up required

Do not let your business suffer in the event of an unforeseen disaster. Trust Tribeca to work with you to provide a business continuity solution you need.



*I want to thank you all for providing us with a superb service. This year was a good year for GMI, and Tribeca helped us in no small way. So thanks again.*

Stuart Rae - (Co-Managing Director)  
GMI Resources (UK) LLP



### Why do you need Private Cloud Hosting from Tribeca?

- ▲▲ Are you looking to Cloud Computing for an office independent infrastructure?
- ▲▲ Is disaster recovery a concern and you are looking to mirror your systems in a private cloud platform?
- ▲▲ Want a new application or database but it is too resource hungry for your current hardware?
- ▲▲ Want to upgrade your Exchange, Phone system etc. to the simplicity of moving to a Private Cloud Service?

There are 101 reasons why you may be considering moving to The Cloud in part or total.

### Why should a CTO choose Fund Cloud by Tribeca?

- ▲▲ This is a mature service - Tribeca has been providing specialist Private Cloud Services to the alternative investment industry for over 9 years
- ▲▲ You want exceptional IT support 24/7, not only 9 to 5
- ▲▲ Fund Cloud consistently satisfies investor due diligence questions

### What should you look for in a Private Cloud Service provider?

- ▲▲ Cyber Security devices identified by Gartner's Magic Quadrant as industry leaders
- ▲▲ Resilience provided by redundant systems in multiple DC sites
- ▲▲ Rapid deployment ability

### The cloud offers flexible options without the usual constraints of:

- ▲▲ Location - Physical space/power/heat
- ▲▲ Period - Buying hardware for short term needs
- ▲▲ Cap Ex. - Initial purchase costs
- ▲▲ Maintenance - Licencing/engineering overhead

*I'd recommend Tribeca to anyone, they're responsive, knowledgeable, timely and the attitude of customer always comes first, it's not rocket science to apply these in business, but it's amazing how so few businesses actually do. Tribeca is, I'm glad to say, one of them.*

Steve Rodley - (Co-Managing Director)

GMI Resources (UK) LLP

## TELECOMS

Understanding what can be achieved with constantly evolving communications technology can be daunting, but with the right technology consultant, you can take advantage of more flexible, harmonised and cost-effective options.

Are you contemplating how to keep remote or travelling team members working productively or looking for a way to reduce the cost of roaming communications?

Is the thought of moving some or your entire infrastructure to the cloud an attractive prospect but you are unsure of how to keep your applications and devices connected effectively?

Are you looking for high-end and low-cost solutions in any of these areas?

- ▲ Internet connectivity for one or multiple sites
- ▲ Desk phone telephony with call recording
- ▲ Video conferencing for board rooms and remote workers
- ▲ Specialist mobile plans for international roamers



# OFFICE MOVES

## Getting You From A To B - It's all about The Plan

If your critical systems are on the move, you want minimum office downtime. Tribeca has an experienced team of technicians in the field of server system relocation and workstation migration. Whether you are relocating offices, adding new premises to your network, co-locating or moving to data centre facilities, we can help.

- ▲▲ Free consultation
- ▲▲ Careful reconfiguration of migrated data and systems ensuring that inter-dependencies are maintained
- ▲▲ We manage everything, from logistics to connectivity

### Recent Feedback

"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 i.e. how it would differ from the old office which was very useful for me at exactly the correct stages of planning.

Another highlight for me in terms of Tribeca's contribution was the excellent help and advice with getting not just one but 2 phone lines installed in the new office. This is usually the bane of a move project, but in this case, was so well planned; we actually had the phone lines installed ahead of time! So there was sufficient time to test connectivity etc. which ensured a smooth transition.

On the weekend of the move, the Tribeca team were great – very energetic, alert and quick to help which is exactly what is required! They were calm and patient even when other contractors made mistakes and simply chipped in to help to rectify the errors."

**Simone Barnicoat | Global Facilities Manager – The Exchange Lab**





## auto**Fact**sheet.

### Click, Click, **Done. Fact.**

autoFactsheet automates the production of fund factsheets and other fund marketing materials. It utilises sophisticated page layout techniques to save time and reduce errors in the preparation of factsheet documents. Fund performance data and many custom data series are combined with templates and narrative content to produce compelling factsheets.

See our dedicated autoFactsheet website for further information and examples - [www.autofactsheet.com](http://www.autofactsheet.com)

## auto**KIID**.

### KIIDs Driving You Mad? **We Have The Solution!**

Tribeca's autoKIID removes the need for manual creation of KIIDs, by employing easy-to-use software that automates their creation, monitoring and dissemination. Key features include:

- ▲ Instant access to the autoKIID service with just an internet browser and your fund details
- ▲ User-friendly functions
- ▲ Customisable templates
- ▲ Automated updates to your KIIDs following legislative amendments
- ▲ Available in any language
- ▲ Scalable to your requirements
- ▲ Access to friendly customer support available

Tribeca believes the average time taken to update a firm's KIIDs takes approximately five to ten business days. By using autoKIID, this time would be reduced to less than 30 minutes.

For more information on KIIDs and how you can benefit from using it, see - [www.autokiid.com](http://www.autokiid.com)



# SOFTWARE DEVELOPMENT

Do you need new software to boost your Alternative Investment business but can't find what you need 'off the shelf'? Tribeca Fund Services can build a system to your exact specifications. This can be an internal system to optimise and improve the processes within your organisation or a system core to growing a new business. Our systems are tailored to your exact specifications meaning the design and functionality are solely engineered to accommodate and achieve your business goals.

## Agile Development Process

We adopt an agile methodology when it comes to our development process, which means we work closely with clients through every step of the development process. This consists of regular workshops with clients to understand their business needs and requirements; we can also help create specifications that meet your needs.

Managing scalability is a major aspect of the development process and, as a result, as the scope of the project grows, we react swiftly to your evolving business needs.

## A broad range of technology at your disposal

The Tribeca team is at the forefront of the latest trends in software technology. We build software that can be hosted anywhere, delivered over the Web, or even host the applications in our FundCloud Platform. Using the latest technologies, we have been on the cutting edge of innovation allowing us to produce highly interactive and responsive software. We use the latest Java and JavaScript frameworks to ensure the best user experience. On the server side, we use the latest ASP.net technologies including MVC and Web API. Our systems are also engineered to support the use of enterprise databases including Microsoft SQL Server.



```
contains("name")){  
    values[0].toString();
```

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TECHNOLOGY GROUP