



# Case Study: New York Office Launch



## The Client

Our client is an independent investment management firm with a diversified range of alternative strategies and UCITS funds. Its specialities include Investment Management, Alternatives, Equities, Commodities, Multi-Asset, Merger Arbitrage, and Convertible Bonds. We'd been working with them in the UK for three years at the point where they decided to open their USA branch.

## The Challenge

They required an IT infrastructure that could accommodate 40 members of staff for the opening of their New York office. The staff needed to be located within three floors of a large building in mid-town Manhattan, with no server room onsite. Given the nature of their business, all data needed to be stored somewhere secure, and in the event of a disaster, be easily restorable too. Their IT network required onsite engineers to attend to any issues caused by faulty hardware, such as PCs, servers, firewalls, switches, and printers. Our client was looking for an IT partner that really understood what they were doing and could cover all aspects of the new office setup. This needed to include the co-ordination and setup of all third-party providers to avoid blockages and ensure that specific deadlines were achieved. Specifically, they were looking for an IT provider with a UK office that provided out-of-hours VIP support.

## The Solution

Tribeca's project team was brought in to oversee the opening of the new office. This included designing and installing infrastructure within a highly secure data centre. Virtualisation allowed our client to save on capital expenditure and increase their productivity through lower infrastructure running costs; easier patching and improved business continuity; and a reduction in system downtime. A cyber security management program was put in place to prevent, resolve, and repair any infections. 24/7 system monitoring ensured that we'd catch any network anomalies before they impacted our client's business.

We project managed 3rd party contractors, including furniture suppliers, floor fitters and electricians. This guaranteed that the items like the board room table connected properly to the IT; the necessary power supply was available; and that all deliveries were phased to arrive on time and be installed in the correct order. Finishing touches included UPS units being installed for power backup, and endpoint security was planned for anyone working outside of the company office.

## Overall Benefits to the Client

- Full project & third-party vendor management
- Highly accessible IT infrastructure available 24/7
- Reliable hosting using a secure data centre
- Scalable infrastructure that grows with their business.



**LONDON**  
+44 (0) 203 475 8732

**NEW YORK**  
+1 646 781 7382

**HONG KONG**  
+852 5808 4824

**DUBLIN**  
+353 (0) 1485 4106