Driving Business Growth

Our IT support services are built to enable growth in your marketplace.

London l New York l Hong Kong

Overall Compliance
97.3%

Daytime Patching
-2 ⌄ 75

Jobs Running
0 0

No Patch Inventory
0 4

Pending Reboot
0 16

WSUS Enabled
0 0

Out of Date WUA
0 0

Missing Baselines
0 97.0

Patches   Sort: Compliance 🔍

10 Items per page   ‹ 1 of 37 ›

Security Update for Microsoft Visual Studio 2010 Service Pack 1 (KB2645410)   0%

Update for Microsoft Visual Studio 2010 Service Pack 1 (KB2635973)   0%

2022-08 Cumulative Update for Windows 11 Version 22H2 for x64-based Systems (KB5016632)   0%

2022-08 Cumulative Update for Windows 10 Version 21H2 for x64-based Systems (KB5016616)   0%

Windows Malicious Software Removal Tool x64 - v5.104 (KB890830)   0%

2022-08 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 10 Version 21H2 for x64 (KB5015730)   0%

2022-09 Cumulative Update Preview for .NET Framework 3.5, 4.8 and 4.8.1 for Windows 11 for x64 (KB5017859)   0%

Security Intelligence Update for Microsoft Defender Antivirus - KB2267602 (Version 1.377.658.0)   0%

2022-02 Cumulative Update Preview for .NET Framework 3.5,   0%

Deployment

6 Failed
52 Not Attempted
1884 Installed

97% Deployment

Production

Test Stage   Pilot Stage

"We felt our IT was in safe hands with Tribeca."

Kayleigh Jarrett, Operations Manager,
Buckingham Gate Chartered Financial Planners

Compliance

Severity

99%   99%   96%

100
90
80
70
60

CVSS
Common Vulnerability Scoring System

97%

100
90
80
70
60
50
40

A message from our founder

Mark Instance
Managing Director

Tribeca was founded in 2006 when, as Global Head of IT for a financial services company, I explored the market for outsourced IT solutions and, being unable to find a provider that offered a tailored service to suit me, I knew I could take my own experience and set up a company to do just that for clients in the sector I was extremely familiar with.

16 years later, the Tribeca ethos to support transformational growth for our clients by consistently delivering a first-class service and tailored solutions still stands, and our mission statement "To make technology an asset to your business by supplying outstanding service through dedication and excellence" remains at the core of all we do and is underpinned by our stringent Service Level Agreement.

My vision - to treat every client as though they are our only client, to take time to understand their business and use our expertise to drive their success is fully embedded throughout the company.

Now, with offices in Kent, London, New York, and Hong Kong, we have worked with a wide variety of clients in multiple sectors, but one thing links them all and that is our belief that when done badly, IT can inhibit a business's growth, but when done well, it can be an enabler for growth within a business.

Our long-term goal is the significant growth of the business to become a major player in our sector, together with a strong vision for the future with expansion into more areas of Europe, the USA and Singapore underway.

▼ Our core values

Today Tribeca has multiple offices throughout the world and is built around the following core values:

➤ Education
➤ Ownership
➤ Appearance
➤ Integrity
➤ Caring
➤ Communication
➤ Excellence
➤ Fun

These values are embedded throughout the business, from recruitment to service delivery.

Meet the management team

Mark Instance, Managing Director

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, working as a support analyst providing both remote and onsite support to our clients. He has held a number of roles in the business since then and was appointed Operations Director in July 2014. Ian is responsible for leading the technical, account management and procurement teams.

Luke Francis, Global Sales Manager

Starting his career with a Financial Advisory Firm, before joining Tribeca, Luke worked at a software development company that actually sold packages to the childcare sector. Luke has enjoyed joining Tribeca as it has allowed him to work with both technology and the Financial Services sector.

Claire Wright, Finance 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 Tribeca story

2008
Subsidiary
company
purchased

2010
Won major 3 year
contract involving
outsourcing of a
global IT team and
transfer of IT staff

2012
Won first award for
customer service and
established Tribeca as
a dedicated software
company to develop
compliance and report
tools for financial
service industry

2014
Tribeca opens office
in New York city.
Tribeca launches
autofactsheet product,
automating the
production of fund
factsheets

2017
Purchased
our own office
building in Kent

2019
Tribeca wins Swale Business
Awards 'Employer of the Year'.
Mega growth 50 - 12th fastest
growing company in Kent. KEiBA
- Employer of the year finalist

2021
BizX – Best
Overall
Company

2007
Company
starts with 3
employees

2009
Moved
to bigger,
modern offices

2011
Hired first apprentice

2013
Tribeca hits £1
million turnover.
Tribeca opened first
international office in
Hong Kong. Tribeca
launches first product
autoKIID to build key
investor information
documents

2015
Tribeca appoints 30th
employee

2018
Tribeca wins Swale
Business Awards
'Employer of the Year'

2020
Cyber Essentials
Plus Certified

2022
Award winning
continued growth

Our services

An IT Partner for the Alternative Investment sector

Designed for you, with quality in mind

We provide partnerships to businesses within the Alternative Investment sector with our outstanding IT services. We understand the unique requirements of Financial Services firms and have designed our service to meet those needs. Whether you are an Asset Manager, Hedge Fund, Private Equity Fund or Family Office – we can help you.

Customer service is at the heart of everything we do, which is why all our team are employed and we do not use any contractors. That, alongside our internal training systems, means we are able to ensure the same high quality of service is provided to our clients consistently.

With offices in London, New York and Hong Kong, we are a global provider with true 24/7 support.

Your IT partner

Our goal is to be so much more than an exceptional service desk. We want to be your IT Partner and provide proactive advice and assistance to help you grow your business.
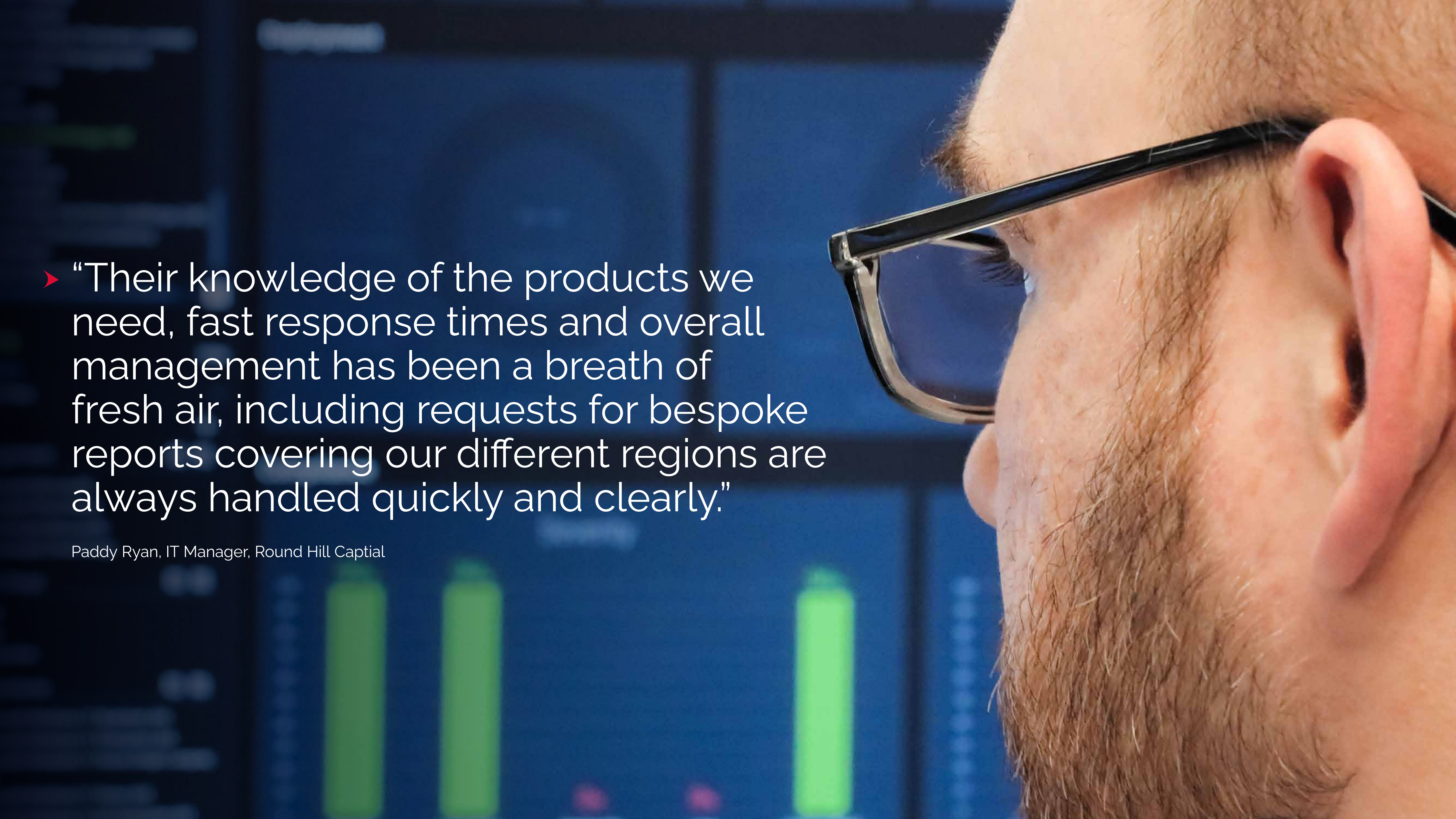
Whether it be via detailed weekly/monthly bespoke reports, regular meetings with your team or via our Virtual CTO service, we want to build a long-lasting partnership that provides value to all parties.

Operations team

We KPI our Service Desk team to answer the phone within 6 seconds, ensuring when there is a problem affecting your business, you don't have to wait long for a response. Our monitoring systems are at the core of our service, ensuring our client's IT systems remain online and available. Our team of trained engineers respond to any alerts throughout the day or night to significantly reduce the impact on your business.

▼ Our services

- ➤ Cyber Security
- ➤ Cloud Computing
- ➤ Disaster Recovery & Business Continuity
- ➤ Data Centre Hosting
- ➤ Office Moves
- ➤ Network Design
- ➤ Project Management
- ➤ Telecoms
- ➤ IT Procurement

> "Their knowledge of the products we need, fast response times and overall management has been a breath of fresh air, including requests for bespoke reports covering our different regions are always handled quickly and clearly."

Paddy Ryan, IT Manager, Round Hill Captial

Cyber security

Keeping your business and data secure is our top priority

Robust Cyber Security

The Alternative Investment sector is a prime target for cyber criminals. With access to large amounts of capital and market sensitive information, a breach can be very lucrative for a criminal group.

At Tribeca your security is our top priority. We work hard to ensure that your critical information and assets are protected against both external and internal threats. We leverage the latest technology to keep your business safe, we also provide training to your teams and ongoing end user testing to ensure the training is effective.

We partner with other firms who can provide penetration testing services right through to full red team testing.

We assist our clients with building their Cyber Security Management programme, defining what technology they have in place to prevent an attack. As well as education this also includes testing programmes that are already in place.

A Cyber Security Incident Response team is defined, with key roles and responsibilities, so in the event of an incident everyone knows their role and the actions that need to be taken along with an established communication chain. For years regulated businesses have had defined Business Continuity and Recovery Plans, a Cyber Security Incident Response Plan is also now a prerequisite.

▼ **Safeguarding your business**

At Tribeca we use a variety of technologies to keep your business safe, including:

- Multi Factor Authentication
- Email Security
- Data Leak Prevention
- Mobile Device Management
- Vulnerability Management
- Endpoint Protection/ Detection
- Intrusion Prevention Systems
- Web Filtering
- Encryption
- Dark Web Monitoring

❯ Cyber security case study

End user Cyber Security Training

As well as implementing best in class technology to keep your business secure, it's vitally important to train your team on the threat landscape and techniques they can use to mitigate the risks posed to your business. A recent study showed that over 90% of successful cyber-attacks stemmed from an action by an end user within the firm, whether that be clicking on a malicious link or credential compromise from a phishing email. Educating and empowering your team to identify these threats will in turn further protect your business from attack.

❯ "Tribeca have been a great help with ensuring that our cyber security processes and procedures are as they should be."

Paddy Ryan, IT Manager, Round Hill Capital

Cloud computing

Private l Public l Hybrid

Introduction

Tribeca have years of experience designing, implementing, migrating, and supporting businesses working in the Cloud. As an IT partner, we are agnostic as to which model our clients use, it's about us understanding the requirement and finding the best fit for your business.

Many of our clients now operate in a Hybrid Cloud environment with some workloads or applications running in the Public Cloud and others remaining in Private Cloud environments.

Private Cloud

Tribeca provide a Private Cloud platform for our clients. All our private hosted servers have Disaster Recovery built-in with replication to a secondary Data centre within the same country.

- Dedicated Virtual Machines
- ISO27001 certified Data Centres
- Rapid Deployment
- IPSEC VPN or direct connectivity from client offices
- Disaster Recovery built-in

Hybrid Cloud

It's no longer a choice of Public or Private, you may wish to make that choice for each specific application or workload within your environment. As such, Tribeca have designed, implemented, and currently support many Hybrid Cloud solutions.

Hybrid Cloud solutions, when done well, can give you all of the benefits of the Private and Public Cloud.

Cloud computing

Private l Public l Hybrid

Public Cloud

Many more businesses within the Alternative Investment industry are now using Public Cloud services. Whether that be for AI or CPU intensive workloads or simply for the multi-geography scaling model, there has been a significant move to Public Cloud services.

However, it's important that applications running in the Public Cloud are built with security in mind. Many providers offer advanced security controls; however, they are not normally enabled by default and require configuration in order to be effective. Tribeca have implemented and supported many Public Cloud environments for our clients and will happily assist you on this journey.

- Scalability
- Multi-Geo
- Advanced Security controls
- Software as a service model
- Reduced Management overhead (PaaS, SaaS)

"I'd recommend Tribeca to anyone, they're responsive, knowledgeable, timely and have the attitude of customer always comes first.
GMI Resources."

John Drics, Founder & Director, Drics & Associates

Disaster recovery and business continuity

We ensure your business is ready to respond in times of crisis.

Business as usual

We understand that within the Alternative Investment sector you need to be robust and be able to continue business as usual in any event.

RPO/RTO

As part of the Disaster Recovery Planning processes, it's vital to establish a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for all critical business systems. This information then informs the choice of technology and processes used to protect those IT systems.

We work hand in hand with our clients to ensure they have a solution that meets their needs, it is not one size fits all.

It's not just about technology...

A large part of the planning we perform with our clients doesn't relate to technology. It's the business process in the event of an event.

- What are the key processes your business needs to be able to complete?
- Who is responsible for completing them?
- What do they need access to in order to complete those processes?
- Who is responsible for communication in the event of a disruption?

Once we have the answers to these questions, we work with our clients to create a Business Continuity Plan (BCP) document – a run book that can be followed in the event of a disruption.

"Tribeca helped open our New York office in 2015 and have serviced our team of 40 people there ever since, keeping us continuously connected without interruptions."

Mike Younesi, CTO, City Financial (CFICL) NY

Data centre hosting

Scalable and secure co-location

An alternative to the cloud...

Tribeca can offer secure and scalable co-location services at a number of Data Centres. For some workloads, the cloud may not be the best choice, therefore we offer clients the flexibility of moving their physical environment to a robust, secure, certified Data Centre.

Tribeca can not only provide the Data Centre space, but also a full support and monitoring service for the infrastructure within the facility. We will even manage and execute the move.

Safe in the knowledge your systems are secure

All of the Data Centre facilities we use are ISO27001 certified and have multiple layers of physical security, so you can rest easy in the knowledge that your critical business systems are running an in ultra-secure environment.

They are also operating in strictly controlled environments with multiple layers of redundancy built into the fabric of the facility.

Connecting the Data Centre to your network

Tribeca can provide many connectivity options from our Data Centre facilities to your office locations. We can also connect your co-location services into the Public Cloud – via direct connections to Amazon Web Services, Microsoft Azure or Google Cloud Platform.

Unlike the Cloud, you can see it...

We offer our clients tours of our main Data centre facilities. Whether it be for operational due diligence or to assess the suitability of the facility for hosting their data – we think it's important that our clients are able to visit the location where their data is stored.

"They installed infrastructure within a secure data centre for us, as well as implementing and continuing to maintain our cyber security."

Mike Younesi, CTO, City Financial (CFICL) NY

Network design

Performance l Security l Scalability

Network Design – why is it important?

Corporate networks are changing. Gone are the days of core business systems all being hosted on premise. Today network design and connectivity are more important than ever. With Cloud adoption and increased Cyber Security threats – it's critical to have a robust, performant and secure network.

Performance

Cloud adoption has increased the importance of ensuring your corporate network can connect your end-users to their critical applications wherever they are hosted, whilst maintaining or improving performance your business requires.

Security

Never has it been more important to ensure your network is built with security in mind. It's highly likely that your corporate network now extends into Private, Hybrid or Public Cloud vendors, as such it's imperative to ensure network segmentation is in place to protect your business-critical data.

Today's workforce is more mobile than ever before and the pace of change in this environment is only going to increase. In response to this, secure remote working solutions are imperative to allow your team to be productive wherever they are working.

Scalability

Historically IT teams had time to increase the capacity of their network. Projects to add core IT services within a business could take months alongside which network capacity could be added to ensure there was no degradation in service. In today's world, with the rise of Software as a Service (SaaS) solutions, IT services can be added in minutes. Therefore, it's vital to ensure that your network is designed, ready to scale.

> "We have round the clock support and when we need help it is always there."

Shen Yildirimlar, Office & Operations Manager, Delin Capital Asset Management

Project management

Clear, concise project management from a dedicated team

Knowledge, experience & dedication

Our Professional Services Team has the knowledge, experience, and dedication to deliver your project professionally and within its predetermined time frame. We've been managing our clients' IT projects for more than 10 years. Our team's strict reporting procedures mean that you will receive regular status updates, including a summary of each phase's progress, resource hours used so far, and where the current spend is versus budget. Primarily, we follow the PRINCE2 methodology for individual projects and all members of our projects team are PRINCE2 certified.

> "The onboarding process to Tribeca was surprisingly very easy, it was a very smooth process that went really well."

Barbara Maluska, Finance Director, Volpi Capital

Our documents will be formulated to suit your specific project. Here are some examples of these:

Project Brief - A unique document that outlines your projects goals

Project Plan - Defines the scope and schedule of your project, including clear milestones and their deadlines

Issues Log - Log of all issues and resolutions encountered during the project

Project Update Report - Provided at predetermined intervals, detailing how your project is progressing

No project too big or too small

When planning your project, we will estimate the amount of resource required based on similar work and projects that we have completed in the past. As we have focus on Financial Services, we are aware of all the current trends in IT that could affect your business.

We handle projects of all sizes, from rolling out new workstations to office moves for global investment management businesses with 100+ users. All required work is planned around your schedule to reduce disruption and downtime to your network.

Office moves

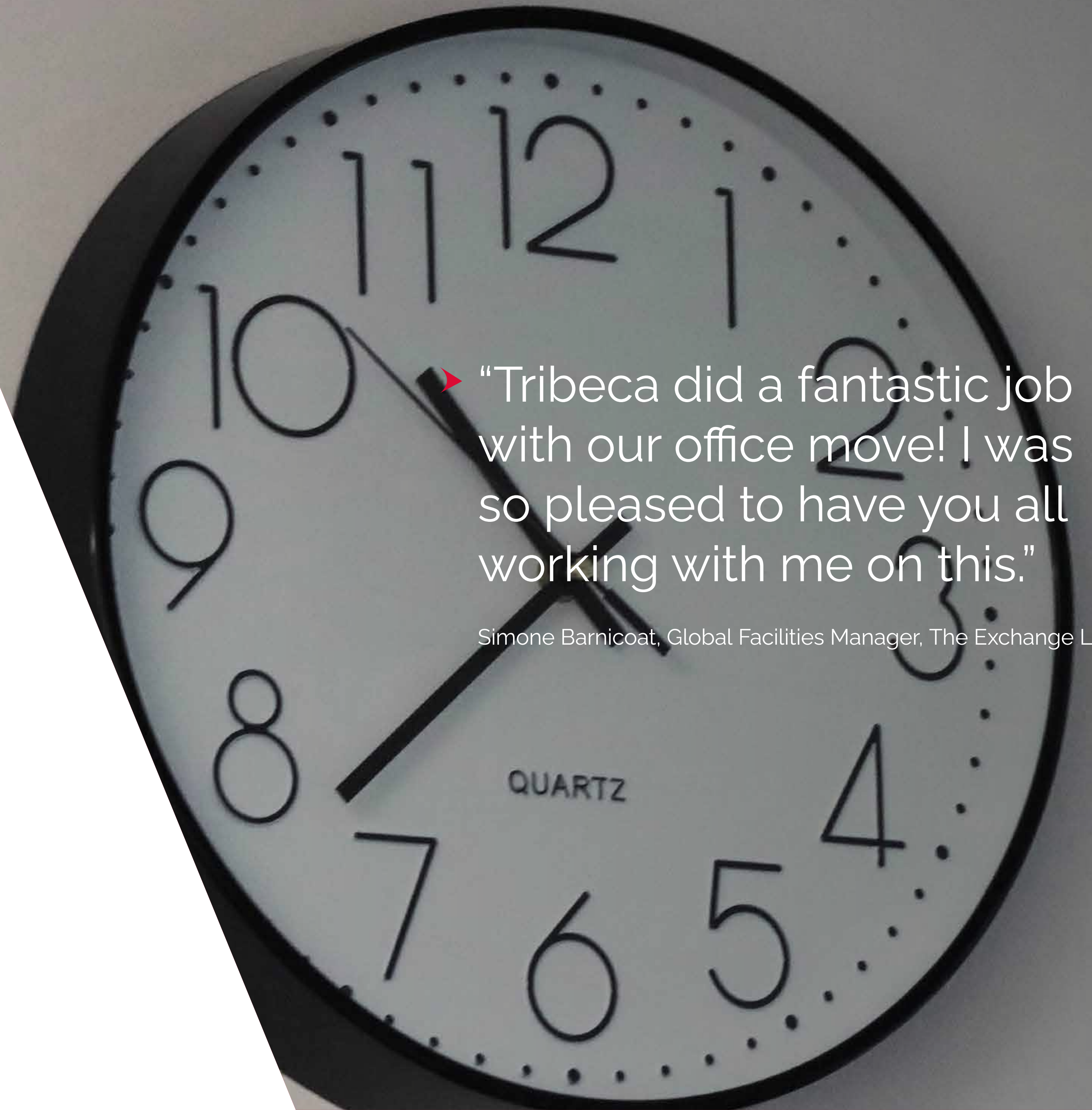We manage everything, from logistics to connectivity

We will keep your business online

You will leave your current office on a Friday and arrive at your new office on the Monday morning. You may notice a change in your commute, but you won't notice a change in your IT systems (unless you want one). You will be able to operate in the same way that you did before you left the office the previous week, right down to your phone being in the same place on your desk. That's how we ensure your clients productivity isn't impacted by an office move.

Tribeca have many years' experience in helping clients relocate their businesses. We have a documented Project plan that encompasses all of your IT environment to ensure a smooth transition from your existing office to your businesses new home.

> "Tribeca did a fantastic job with our office move! I was so pleased to have you all working with me on this."
>
> Simone Barnicoat, Global Facilities Manager, The Exchange Lab

Telecoms

Keeping your workforce connected, wherever they are

Connectivity

Tribeca can provide a variety of connectivity solutions, from Direct Internet access circuits to Point to Point lines all using a variety of the latest technology from Fibre to Wifi and Satellite.

We would always recommend primary and backup circuits with diverse vendors and as we manage these third party relationships – you don't have to.

"With Tribeca it feels like we have more immediate access to the right people."

Mark Gensler, IT Consultant, Kew Capital

▼ **Unified communications**

The workforce is now more mobile than ever, at Tribeca we understand this and the technology to enable teams to work remotely without a reduction in productivity. Tribeca provide and support a number of Unified Communications (UC) solutions across our client base, which include:

➤ Calls
➤ Video Conferencing
➤ SMS
➤ Live Chat

These features are available from anywhere with physical devices, desktop applications and mobile apps.

IT procurement

Licensing l Hardware l Software

Use our buying power to lower your costs

We offer our clients an IT Procurement service, our team can source anything IT related and provide an end-to-end service from sourcing to delivery and installation. Our goal is to remove an IT related workload from your business and provide value where we can. With our extensive knowledge we are able to offer advise and highlight any potential for cost efficiencies.

Trusted suppliers

Since inception, we have built up strong relationships with third party suppliers. Each supplier is assessed on a monthly basis against a set of KPIs to ensure we are only using the best. We hold them to the same standards we do ourselves.

Monthly reporting

As part of our monthly reporting service, any items purchased via Tribeca will be detailed within a report on a monthly basis, giving you a straightforward dashboard to view any IT related purchases.

> "Tribeca's procurement team have been a real value add for us since we started working together."

Paddy Ryan, IT Manager, Round Hill Capital

Pricing

Being open and transparent about our pricing approach from the beginning of any relationship with our clients ensures that expectations are met.

There are many variables to consider but our core principle is to give our clients a fixed monthly rate based on their specific needs, with no usage caps or hidden costs. Example of variables that need to be considered:

- Number of users
- Quantity of onsite time needed
- Number of offices worldwide
- Level of security required
- 3rd party services
- Any other services

How We Determine That Final Monthly Cost

Taking all the above into account we will produce what we believe is a fair and competitive price. Depending on the business we are talking to, and their requirements will influence that final amount.

The more we understand about your overall brief and expected service from your MSP the better a price we can give you, here is an example of how we price:

- Financial firm based in London
- 10 users
- Half a day of pro-active on-site time per month required
- 2 hour on-site response to critical events required
- No hosting requirements

Based on this information and a greater understanding of the business needs for this example we provided a monthly pricing package of £1,400 – £1,750*.

Typically, businesses in the financial sector are more reliant on their IT infrastructure than other sectors and as we are experts in these industries we understand the level of service that is needed, and we also use our expertise to produce this fair and competitive pricing plan.

*These are examples of Tribeca's support costs only. Private cloud hosting and back-up costs depend mainly on capacity so have not been included in the scenario. No licensing is included as this will vary heavily from one firm to the next and isn't typically a huge variable from one provider to another

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