

Saltgate

Using technology to support sustainable growth

Business overview

Saltgate focuses on delivering the highest levels of alternative investment services so that its clients in the Private Equity, Debt and Real Estate sectors can concentrate on their core business.

Saltgate has built its business around its clients, by taking the time to understand their unique service requirements before then assembling a knowledgeable, experienced and dedicated team that works in close partnership with them. Saltgate sees itself as an extension of its clients' teams, a trustworthy and reliable partner that enables them to go from strength to strength.

To achieve its aims on a daily basis, Saltgate relies on high quality, efficient and reliable communications.



Tim McBain - Head of IT at Saltgate

Challenge

The requirement was to move from a fully outsourced managed service that didn't have the requisite flexibility and to regain control of the IT infrastructure to fulfil critical audit requirements and keep pace with a rapidly changing environment.

Solution

The ideal solution was to purchase the IT hardware & software required to create a Private Cloud and seek a hosting environment that was secure, had ultra fast network connectivity and was highly resilient to eliminate any potential downtime.

Benefits

The Saltgate team undertook an analysis of UK and Channel Island data centre providers and ultimately selected Sure because of the resilience offered by Sure's unique dual-island data centre network, with its diverse routing between Jersey and Guernsey.



Profile

INDUSTRY

Alternative Investment Services

STAFF

160

LOCATIONS

Jersey, London, Luxembourg

Situation

Operating in a highly client-focused industry, Saltgate expects its communications and technology infrastructure to deliver the flexibility that enables it to adjust rapidly to changing customer expectations.

In order to maintain its focus on client delivery, Saltgate had been operating in a fully outsourced, managed services environment. But as industry needs had developed, the service provider hadn't been able to keep pace and wasn't delivering the flexibility and levels of service provision that were required.

The need to find another solution became more acute as clients increasingly wanted to audit the hosting environment to satisfy their own security and regulatory requirements. These demands led Saltgate to take greater control of its own IT infrastructure by moving to a private cloud environment.

Requirements

To develop its own private cloud, Saltgate invested in both servers and peripherals, and carefully selected its management and security providers. The firm chose Nutanix as its principal management layer and Citrix was selected to enable the security and flexibility that the staff in a leading international organisation need.

Having designed its new environment, Saltgate required a world class hosting facility that would provide not only the highest levels of physical security and connectivity but also the resilience that would ensure network downtime was protected against and the probability of it occurring, kept to the absolute minimum.

The Saltgate team undertook an analysis of UK and Channel Island data centre providers. The results of which showed that two of the island-based facilities led the way. Ultimately, it was the resilience offered by Sure's unique dual-island data centre network with its diverse routing between Jersey and Guernsey that could not be beaten.

For Saltgate, the client's perspective is everything and the business understood that this level of resilience would be appreciated by customers who need to know that their data is in the safest hands.

Saltgate need to know that their customers' data is in the safest hands.

Building on a successful relationship

By choosing Sure's data centres, Saltgate was extending an already successful relationship. One that had been based on the provision of off-island links and the delivery of network and perimeter security.

Needing to know the firm was getting best value, Saltgate talked to a selection of providers but felt that it would receive maximum benefit by asking Sure to deliver the whole package.

From infrastructure to expertise

Today, Saltgate trusts Sure with its connectivity, network management and support. It also calls upon Sure's Professional Services team to advise on the ongoing development of its business-critical information networks.

Every day, Sure delivers

- Direct Internet Access
- Global Connectivity
- Dual Channel Island Data Centres with Diverse low latency DWDM technology
- Point to point on-island links and full managed Global WANs
- Cisco Network Consultancy and full Managed Services
- 24/7/365 dedicated support
- Trusted partnership via the Professional Services team who worked collaboratively with Saltgate to design, deploy and migrate services into their new DC environment
- Technical design authority services, ensuring that the infrastructure design is sustainable, maintainable and cost-effective
- Continual service improvement increasing the effectiveness and efficiency of services
- Mimecast Email Security, Continuity and Archiving, fully Offshore in the Channel Islands

Facilitating growth

Sure's role is far more than that of a service provider. The company is playing a crucial role in Saltgate's growth and is doing so by facilitating the transition from a SME network to an Enterprise environment. An important part of this is a move to new premises that will provide the platform for future growth.

Importantly, Sure's Professional Services team has extensive experience in supporting office moves and ensuring customers benefit fully from the efficiencies that can be realised through consolidation.

By continuously delivering efficiencies, Sure is helping Saltgate to grow.

Sure is playing a crucial role in Saltgate's growth by facilitating the transition from a SME to an Enterprise environment.

The Saltgate view

Saltgate's Head of IT, Tim McBain leads the team of nine technology professionals that work to ensure Saltgate has the platform it needs to deliver for its clients.

"The network underpins our entire IT environment and so is a vital part of our future success. Sure helps us deliver the resilient infrastructure our clients demand and provides constant support for our technology team, helping us become more secure, more efficient and more flexible. All of which, are key elements in creating a platform for sustainable growth."

"There's no doubt that Sure is our trusted technology partner whose in-house expertise supports us in making the right long-term decisions for our business. Sure's commitment to innovation, like the dual-island data centre network, is focused on providing the tools we, as customers need, to succeed in our own business endeavours."

"The network underpins our entire IT environment and is a vital part of our future success."