

Case Study

Financial Services: Managed services enable mission-critical IT



When a leading financial services company needed robust and responsive managed IT services, they turned to Aztech IT Solutions.

About Aztec Group

Aztec Group is a boutique fund services provider employing over 170 staff across four jurisdictions with offices in Guernsey, Jersey, Luxembourg and United Kingdom. With over 125 funds and approximately US\$80 billion under administration, Aztec Group has established an enviable track record when it comes to service delivery.

The Relationship

We were selected to provide professional services for a number of IT infrastructure projects and various office relocations, which were due to the continuing growth of Aztec Group.

Our Milton Keynes office is ideally situated to support Aztec Group's mainland offices in London and Southampton. Following our successful delivery of various IT projects, we won a 'managed services' and 'disaster recovery' agreement for their five office locations.

The Challenge

Our first challenge was to integrate our tool sets and technical resources into the current established in-house IT department.

With over 40 production servers and 250 devices to manage, it was essential that a robust monitoring and management platform was in place.

With a heavy reliance on technology the need for fast, professional and efficient IT support was vital. This was to be backed up with a solid IT disaster recovery solution, with high availability to critical systems.

The services we provide

- Managed Services - Total Support
- Disaster Recovery As a Service DRAAS - Data-Guard
- Professional Services
- Office Re-locations
- IT Consultancy



Company: Aztec Group

Sector: Financial Service

Location: Channel Islands,
UK, Luxembourg

THE SOLUTION

We implemented our tool set Kaseya to monitor, maintain and automate reoccurring IT management tasks. We then opened up an extension of our ticketing system 'Auto-Task' to allow the internal Aztec Group IT team to create, modify and escalate IT issues or tickets to our third line technical support engineers when required.

With sites in Guernsey, Jersey, London, Luxembourg and Southampton the Aztec Group IT team are required to travel to all offices. Out of their head office they can simply activate an 'out of office' feature where all of their tickets and workload are instantly forwarded to our engineers.

In addition to providing proactive IT support services to Aztec Group we have also implemented and managed on-going and cutting edge backup and disaster recovery solution as a service.

By utilising industry leading technology we provide a solution for local backups, off-site replication and high availability virtual servers both at local and remote sites. Annual D/R tests are carried out and verified.



"We clearly see the benefits and reliability Aztech IT's 'managed services' offering has brought to the smooth operations of our business. Aztech IT complement our internal IT Team seamlessly with their IT experts and powerful IT tools to proactively manage our IT and security environment."

Edward Moore
CEO
Aztec Group

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