

wavex
EXPERIENCE EXCELLENCE

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TALKING RESULTS
A leading
Property services
firm

Wavex helps construct visionary IT en- vironment

Anandh the client CFO and COO of the client is a leader who sets himself clear objectives. Arriving in his new post, he set about modernising the IT infrastructure of one of the UK's most successful property investment firms. He selected Wavex to help create a solid IT foundation for the future. En route, Delancey's the client disparate, multi-sourced data was transformed into useful management information as part of a Business Intelligence project.

The Business

Founded in 1995 the client is a specialist investment advisor with many years experience of real estate and asset-backed investment opportunities.

As well as sourcing and negotiating property and corporate transactions, the client advises on appropriate capital structures, procures third party financing and provides pro-active asset management and development services.

The business has a history of outperforming the market and delivering exceptional returns for its shareholders and investors.

The Challenge

When Anandh Owen arrived at the client in 2004, he joined the leadership team of a commercially-focused company that had not invested in its IT infrastructure in line with its business growth. Much of the hardware was over eight years old, and was no longer supported by the original providers. "I opened the server cupboard and thought it was a practical joke. Which in a way it was," he recalls.

The business was not entirely aware of the risks implied by this situation. Anandh looks back: "If a core part of the infrastructure had failed – and it easily could have – there would have been no email, no documents, no access to key deal-making software – and there was no back-up. People simply didn't understand the risks to the business."

3 The Choice

Anandh also inherited an incumbent IT support partner. "Basically they were excellent code-writers and database experts," he says. "But there was nothing proactive in their style. They didn't have the gumption to tell the business the truth about what was needed."

He soon decided to seek out a more proactive,

strategically-minded IT partner, and was introduced to Wavex by a business contact. "We eventually selected Wavex because, early on, they understood that our users would be challenging to deal with. Many were not very IT literate. Wavex seemed to understand that the right interpersonal skills would be just as important as the right technical skills."

From the start, Wavex managed our expectations honestly. They were cautious. They did not over-promise. They felt like partners

4 The Relationship

"In a tender situation, all IT support companies say pretty much the same thing," Anandh says with a smile. "They all talk about partnership, about getting embedded in your organisation, about 24/7 service and about brilliant technical expertise. The question is who to believe. But, within a few short weeks, it became clear that we could believe in Wavex."

Anandh's vision for the client IT capability was two-phased. In Phase One, he worked with Wavex to build an appropriate IT foundation for the future. This involved entirely updating the core IT platform. "We were starting from scratch. We built resilient system from the ground up, incorporating a grown-up DR and business continuity plan. We delivered a robust mobile working solution. We installed a VoIP telephone system which has reduced our call costs by 80%. We switched everyone from PC to laptops and Blackberrys. We gave the business the IT infrastructure it deserved. We liberated

high-earning individuals, allowing them to work anywhere and at any time they liked. And it all worked". Phase One also included a servervirtualisation project and live replication of the entire business to a second site.

Now in the midst of Phase Two, the aim is to focus on higher value ROI projects – turning 'data' into 'information'. Anandh explains: "In a way, Phase One has been about top quality 'plumbing'. We're now into the exciting stuff, where we harness the infrastructure to deliver better information to decisionmakers." Delancey is currently working with Wavex on a Qlikview-based management dashboard that will help senior managers to make betterinformed, faster decisions. "We are a dynamic, nimble business anyway. The Business Intelligence project we are looking at with Wavex can only improve our competitive advantage," says Anandh.

SERVICE HIGHLIGHTS

- Full service support for 40 users
- On-site engineer 5 days a week
- Technical roadmap & ongoing advice
- Infrastructure design, support & maintenance
- 24/7 support
- Business Intelligence solution

The Experience

Unsurprisingly, the client takes a rigorous ROI-based view of all investment, internal or otherwise. "We work on the basis that spend on technology should pay back quickly, sometimes within six months. Wavex understand that we look at the world this way. So, we haven't spent silly money. With Wavex's help, we've spent money intelligently."

The client now has a permanent Wavex engineer on site 5 days a week, whilst also accessing individual Wavex experts as need be. Anandh reflects on the experience so far: "From the beginning they have been very careful to find the right people to suit us and our needs. They care very much about the human, interpersonal side of things. And it shows."

I think of them as true partners. I would never engage a 3rd party without Wavex in the room.

The Results

When Anandh Owen arrived at the client the IT systems were a distinct hindrance to effective working. His vision was to give highly motivated people the ability to do business with ease, regardless of time of day, and location.

"In effect our vision was all about liberating people who want to work hard to be able to work as hard as they choose," he says summarising the past few years' work in a sentence. Nowadays, that vision is a working reality. "And the funny thing is that hardly anyone talks to me about IT any more. They take where we've got to for granted." Does this bother him? "Not at all" he smiles. "I just want to deliver what people need to keep working, and that is precisely what Wavex has helped me to do."

Without hesitation, I would recommend Wavex. I feel lucky to have found them.

If you'd like to know more about our services please call us



www.wavex.co.uk