



Case Study
Stockbroker
IT Support

SENTRONEX

The Client

The Client is a 30 man brokerage firm with a Corporate Finance arm located in the City of London and is regulated by the Financial Services Authority, and now with an additional office in Madrid, Spain. Novus Capital Markets acquired the services of Sentronex to propose the stability of their current I.T infrastructure work which would ensure smooth running of the Novus I.T environment as well as offering increased performance and security.

The Challenge

Since its inception in 2005, the Client experienced numerous difficulties with their IT provider, paying extremely high margins for a substandard service. The IT function continually failed, leading to major disruptions in the performance of the organisation.

The company subsequently employed three different providers but continued to encounter the same recurring problems. The Client eventually discovered that their IT infrastructure had been deliberately over engineered, in order to extract a greater spend. Improvements could not be made to the company's infrastructure due to the second-rate service supplied by the various providers. All allocated time was taken up with problem solving.

"I was tearing my hair out after struggling with poor network performance for months.

I had a floor full of traders yelling at me and a CEO asking me why I had spent such a large sum on five projects, each one of which had failed to solve any of the problems we were encountering." Head of Operations

Sentronex were brought in and the major issues were explained and solved within one week. "We now see Sentronex as an integral part of our business as our own IT department rather than an outsourced provider." (Head of Operations)

Along side the infrastructure setup, Sentronex also assisted with implementing and creating the Client's overseas office.

"By bringing Sentronex in at the early stages of setting up our overseas offices, they were able to come up with many innovative technological ways to cut costs, which is vital in this market to not only survive but also gain new customers.

On this project, Sentronex saved us more money than the cost of the entire set up. A level of service comparable to any large IT provider, but at a fraction of the cost and tailored to our every need." Head of Operations

The Solution

Coming in as the fourth IT provider since their inception, the IT infrastructure was in a state of disarray. Sentronex put processes and methodologies in place to provide a scalable and flexible solution that ensured the resources required always met the demand from the Client.

Sentronex's team of industry experts, all hailing from banking and IT backgrounds, were able to understand the needs of the traders, the business as a whole and the kind of response times required. Sentronex introduced strict SLAs and KPIs and this ensured a high degree of quality and assurance for the client.

A pro-active monitoring system was also set up. Sentronex's location so close to the City of London also allows for rapid response times when a physical presence is required.

The Result

IT is the backbone to any financial institution, and this Client was no exception. A system was needed that could be relied upon at all hours. Following the introduction of Sentronex, the staff regained confidence in the IT infrastructure. This was helped by Sentronex staff having knowledge of and experience in the financial environment, resulting in a good working relationship.

"The level of customer service we have received from Sentronex has been outstanding. Their staff are all informed and capable, as well as polite and punctual." (COO)