

# Ruffer invests in Wavex's Enterprise Managed Services

Wavex helps take the risk out of implementing and managing a new IT infrastructure.

## → Support rapid growth

Ruffer LLP looks after investments on a discretionary basis for private clients, trusts, charities and pension funds, as well as managing a range of investment funds. When the firm assesses a client's needs, it takes care to understand what will give satisfaction to the client so that the assets are looked after accordingly.

Ruffer applied the same principles to its search for a new outsourced IT provider to help select, implement and manage its IT infrastructure. Ruffer sought a partnership with a like minded organisation that could keep pace with, and support, Ruffer's rapid growth.

Wendy Cartledge, Chief Administration Officer at Ruffer, explained: "We require a complete outsourced service to manage our infrastructure end to end, including the provision of high quality helpdesk facilities. Our previous supplier was unable to keep up with our ever increasing demands."

Based in London, Ruffer has doubled its staff over the last three years, making the need to identify a better IT services partner provision all the more urgent.

"A former sister company had used Wavex Technology as an outsourced IT services provider and recommended the company to us," said Wendy. "We had a couple of meetings with their MD and liked their presentation and approach - they seemed to understand our infrastructure needs and didn't try to bamboozle us. We were impressed with their people and the level of professionalism. We subsequently spoke to some of their customers who were very positive, so we decided to go ahead with Wavex."

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## → Working in partnership

"We talk continuously with Wavex about strategy, budgeting, developments and outsourcing of the project management for implementing the new infrastructure," added Wendy. "Basically we work very much in partnership with Wavex doing the project management, and with me being the business sponsor."

She added: "At the start of the project, we wanted to upgrade our servers. The previous IT provider hadn't taken a holistic view and things had been patched together over time, so we had reached a point where we needed to start again. We worked with Wavex to re-establish a more solid foundation for our core infrastructure."

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## → Business-critical applications

In addition to the core infrastructure, it was important for some of the firm's mission-critical business applications, such as a document management system (DMS) to be integrated. "We had a DMS that wasn't working well for us," said Wendy. "Wavex helped us choose a new DMS, Windream, that would integrate with the new infrastructure. It was very reassuring having Wavex support us in that decision - just knowing their people would have an easier time working with it made our choice that much easier."

Wavex also had to ensure that another application, Pulse - a solution for private wealth and institutional fund managers - was integrated successfully.

On a day-to-day basis, Wavex monitors Ruffer's IT infrastructure servers remotely using MonX™, an advanced network monitoring application developed by Wavex to monitor and manage networks remotely. "Wavex identifies and fixes problems before we even know about them," said Wendy. "We also have on-site support from a Wavex engineer who comes in once a week to provide helpdesk and project-based support. As a result, Wavex brings the right balance of remote and on-site support, and cultural appreciation of our requirements."

## → Disaster recovery

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In terms of disaster recovery, according to Wendy "what we had before was basic." She added: "Wavex provided a spectrum of solutions for disaster recovery, for either full and instant replication, or partial replication which takes a day or so to switch over, depending on our requisite recovery thresholds. We decided the latter was the best route, balancing costs with access to business critical systems. Wavex also advised us on how to not only get into a DR scenario, but also come out of back-up mode into normal mode, which is something that many don't even consider."

## → Quality of service and reporting

Wavex is renowned for actively encouraging feedback from clients who place support calls. "When we log a call we get an email saying when it's finished and a screen asks you to rate the responsiveness and quality of the work done. You only have to click a couple of buttons - most of our people respond positively to this, with only one negative and 79 neutral responses out of almost 600 calls," said Wendy. This reflects Wavex's ethos of ensuring that every user's needs are transparently reflected and addressed with appropriate immediacy.

Efficient reporting is an essential part of fund management, so it's something Ruffer also sought in its outsourced IT provider. "I get a monthly email report from Wavex," said Wendy. "What's good about that is I can see 'at a glance' how Wavex is performing and, indeed, Wavex has endeavoured to enhance their format and information based on my feedback. Also the billing is very clear and I can see it online and on the invoice."

She added: "In fact, Wavex is very aware of our costs and how we need to keep them under control. The company has helped us with our procurement so we can keep those costs under control as well. We trust them to get us the best deals."

She concluded: "We have a very good working relationship with Wavex, from the MD down to the junior engineers. It's collaborative and supportive and we respect them because they know what they're doing. We're very happy and have just signed up for another two years."