

Client	Brockton Capital LLP
Sector	Financial Services & Commercial Real Estate
Location	London
Client since	2013
Number of users	65

OVERVIEW

Brockton Capital comprises a team with direct experience in property investment, asset-backed operating businesses, real estate capital markets, corporate finance, planning, construction and development, valuation, asset management, research and financial reporting. This places the firm in a strong position to successfully execute business plans in all types of real estate transactions. At present there are twenty investment professionals at Brockton Capital, including four partners and in 2010 the Brockton Capital Fund II LP raised £500m of equity.

THE CHALLENGE

OryxAlign successfully won the tender to become the IT support partner for Brockton Capital in 2013. Due to the nature of the operation at Brockton, the IT systems are critical and the support of the users and infrastructure needs to be of an exceptional standard. The requirement was for a technology partner who not only had a proven track record in the financial services sector, but also the capacity and business required a technology partner who have the capability,

THE SOLUTION

OryxAlign successfully implemented a managed support framework which included a 24x7 service desk and an onsite engineering and support resource. The onsite presence would not only allow for dedicated focus on the user community at Brockton, but also ensure that we gain an in-depth understanding of the business and operation.

Throughout the support partnership OryxAlign have ensured the user community have had a 100% infrastructure uptime and have not suffered any disruption to their working day. We have an in-depth understanding of the Brockton business and what it requires from a technology perspective to be successful and achieve the planned growth.

The OryxAlign project and engineering team have successfully delivered several infrastructure projects at Brockton. The most recent being a voice & virtual desktop infrastructure. Both projects involved a complete overhaul and refresh of these business critical technology platforms, and both were successfully delivered on time and on budget, without any disruption to the business.

THE BUSINESS BENEFITS

1. 100% infrastructure uptime & availability
2. Improved user productivity as a result of a responsive & accurate managed support structure.
3. Infrastructure scalability for meet the demands of operational growth.
4. Reduced technology spend through outsourced technology support partnership.
5. Working with a forward thinking support partner who is 100% committed to ensuring their success through technology.