



Case Study
SyntaxOne™ – outsourced IT services management

Syntax helps Curzon Global Partners through a strategic IT outsourcing partnership

Fast Facts

Customer profile

Curzon Global Partners is an investment management business dedicated to designing and executing sophisticated real estate investment strategies.

Situation

Following its de-merger from DTZ, Curzon needed to establish its own computing infrastructure and were looking for an IT outsourcing partner.

Solution

SyntaxOne solution facilitated a rapid and painless implementation of the new infrastructure. SyntaxOne continues to optimise the systems to provide maximum reliability and availability.

Key benefits

- Rock-solid, reliable and scalable infrastructure
- Increased infrastructure security
- Better quality of IT services
- Ability to focus on core business

Customer profile

Curzon Global Partners is a London-based real estate investment management and fund creation company. It was formed in 1999 as a part of business alliance between DTZ Holdings Plc and AEW Capital Management L.P to provide clients with access to international real estate investment opportunities in North America, Europe and the Middle East. Curzon currently has over €11 billion of gross assets under management and employs 50 people in their London office.

Situation

As part of DTZ Holdings, Curzon Global Partners had its desktop, server and Internet infrastructure fully supported by DTZ. However, in September 2003 Curzon decided to separate from its parent company and relocate to new offices in Mayfair. Following the de-merger, the company required to establish from scratch its own independent computing infrastructure. At the same time, Curzon wanted to be able to continue to concentrate on developing their business, and was looking to outsource IT service management rather than recruiting and managing a new team.

How Syntax helped

Curzon made a decision to outsource the design and implementation of their new infrastructure, as well as the subsequent management of their IT, to Syntax Integration. This decision was based on Syntax's extensive experience and low risk approach to implementing and managing IT systems.

The requirement for a new IT architecture was an ideal opportunity for Syntax to implement the standards, policies and processes utilised for their ITIL based outsourced support offering - SyntaxOne. These standards provided a rock-solid, reliable and scalable infrastructure, and also allowed Syntax to automate many elements of their service delivery such as administration, application deployment, desktop builds and security management.

The initial stage of the project was to understand Curzon's IT and business requirements in detail, and then to design a solution which would provide the functionality to support the business and allow for scalability as they grow. In this case mobility was a significant requirement and Syntax designed a solution to securely integrate with differing mobile devices such as mobile phones, PDAs and BlackBerry devices.

« *Syntax are our strategic partners for IT, and outsourcing takes away the distraction of IT allowing us to concentrate on growing the business.* »

Simon Martin, Curzon
Global Partners

The key to the success of the project was detailed planning and testing. Syntax had to ensure that the new IT environment not only provided the correct functionality but was also fully integrated with the existing data, email and calendar information so that the business could continue to operate, unaffected by the changes.

After Syntax successfully implemented the new infrastructure, complete with new desktops and servers, Simon Martin, Executive Director of Research and Strategy, Curzon Global Partners, said: "Syntax undertook a major overhaul of our IT systems and migrated our entire IT estate, including our messaging system, over the weekend of our office move. All systems were operational on the first day at our new offices, ensuring that our business was unaffected by the large scale change in technology".

In order for the technology to be managed to the agreed service levels, a *SyntaxOne* appliance was installed on site to act as a communication link between the Syntax ServiceDesk and Curzon. This appliance proactively monitors the health of the network and servers, and ensures that the systems are optimised to provide maximum reliability and availability.

Delivering customer service

Desktop support is provided by the Syntax ServiceDesk, who are able to use native technology to take remote control of a computer and effectively demonstrate to the end-user the solution to their query. Moreover, when additional computers or replacement systems are required, the ServiceDesk are able to remotely configure desktops without visiting site. Syntax also provides on-site resources when there is any issue that cannot be resolved remotely.

"By automating many of the tasks associated with IT Service Management, using reliable and proven standards, and managing technology utilising ITIL best practice we are able to deliver a very high quality service at an attractive price", says Graham Curl, ServiceDesk Manager, Syntax Integration.

Syntax has been working with Curzon for over a year and has recently renewed the outsourcing agreement. Simon Martin adds: "Syntax are our strategic partners for IT, and outsourcing takes away the distraction of IT allowing us to concentrate on growing the business".

Key business benefits

- **Rock-solid, reliable and scalable infrastructure**
- **Increased infrastructure security**
- **Better quality of IT services**
- **Ability to focus on core business**
- **Better budget control**

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