

Case Study
IT Support & Outsourcing

TA Associates
IT Support Partner

Fast Facts

Customer profile

TA Associates is one of the largest and oldest Private Equity companies in the world.

Situation

TA was looking for a London based IT support partner with experience in the Investment Management and Private Equity Sectors.

Solution

Syntax works in partnership with TA as their London based IT service provider.

Key benefits

- Access to central ServiceDesk for remote IT support services.
- On-site resources one day per week.
- Access to a wide pool of IT skills and resources.
- VIP levels of support for fast response times.

Customer Profile

Founded in 1968, TA Associates (TA) is one of the oldest and largest growth private equity firms in the world. They invest in growing private companies in exciting industries, with the goal of helping management teams build their businesses into great companies. This mission has been at the heart of TA's approach to investing, and with more than 425 current and former portfolio companies, this illustrates their commitment to provide steady support through the cycles of the global economy.

With \$18 billion raised since inception and over four decades of experience, TA offer their portfolio companies strategic guidance, global insight, M&A support, recruiting assistance, and a significant network of contacts, in addition to a sound financial backing.

Situation

TA's headquarters are in Boston with regional offices in Menlo Park, Mumbai, Hong Kong and London. The IT function for the business is controlled and managed from the US, using local IT service partners in regional offices.

In 2007, TA was looking for a service partner to provide IT support and outsourcing services for their London office in Knightsbridge.

After undertaking independent research, TA discovered that Syntax had significant experience in supporting the London operations of US based companies in the Private Equity and Investment Management sectors, and approached Syntax with their requirements.

The initial need was for a local ServiceDesk function In London, with on-site IT resources to assist users when needed, plus the monitoring of IT infrastructure components.

How Syntax Helped

Syntax has been partnering with TA for six years, providing IT support services from their central ServiceDesk in London, plus the provision of an on-site resource once per week.

In order to provide an effective transition and manage the support requirements on an on-going basis, Syntax has ensured that a number of their ServiceDesk resources are familiar with the TA IT environment, so that there is no dependence on individuals at Syntax in case of any planned or unplanned absence of resources.

IT users from TA call or email their support requests through to the Syntax ServiceDesk and either remote support or on-site support is provided, dependent on the type of issue, severity and number of users affected.

Senior Executives at TA are classified as VIP users, and additional levels of support and response times are available if they experience any issues with technology.