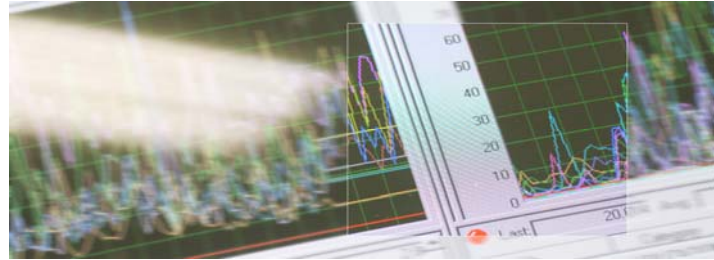


Electra Partners

Outsourced IT services

E Electra Partners Europe

“We’ve been consistently impressed with the services a&o has provided for us.”



The Business Issue

Electra Partners is one of Europe’s leading independent private equity fund management groups, with over £800m under management. The Electra team is comprised of over seventy people working across offices in London, Paris and Frankfurt using sophisticated technology to manage the assets of Electra Investment Trust and other private equity clients, as well as maintain their strong track record in private equity investments. In order to improve the operations and support of IT services, Electra Partners made the decision to outsource their IT capability and services.

Our approach

a&o systems + services UK Ltd (a&o) adopted a collaborative approach in order to identify Electra Partners’ key IT issues and requirements. The wealth of experience a&o has in the field of outsourcing means it is acutely aware that a one-size-fits-all approach is simply not good enough when dealing with a Company’s IT requirements. In order to develop an in-depth understanding of the issues involved, a&o fielded a dedicated team of IT professionals to work full-time and exclusively for Electra Partners. In this way, a&o were soon able to advise on the most effective use of technology to meet and achieve the company’s specific business objectives and goals.

a&o successfully conducted a full infrastructure replacement across all three Electra Partners’ offices. Work undertaken in this wide-ranging programme included the installation of a new Wide Area Network, video conferencing facilities and migration from Lotus Notes to Microsoft Exchange.

All telephone systems were replaced with Alcatel Voice over IP (VoIP) solutions and new ISO and BS approved processes were put in place to allow for ongoing seamless project management.

a&o continues to provide around-the-clock management of all aspects of Electra Partners’ IT systems. In addition, they also work with the company on areas of long-term strategic importance to ensure the most effective IT solutions are implemented at every stage of the company’s development.

Key Benefits

Optimised performance and improved reliability have been seen by Electra Partners as a result of the more effective management guidance brought by a&o.

As a result of their pan-European expertise a&o were able to work effectively to deliver optimised solutions across all of the Electra Partners’ European offices.

Electra Partners is able to work in a fully integrated way across Europe and the IT solution, delivered by EDS GFS, enables the company to have the network flexibility to support a variety of services such as Multimedia Applications, Video Steaming and VoIP.

Reliability has also been a key benefit and the solution EDS GFS delivered and continues to manage for Electra Partners offers a non-stop service operation.

Owing directly to the IT infrastructural changes and management processes implemented by EDS GFS, a for Electra Partners with minimal downtime.

The entire office relocation was conducted over just one weekend, with all IT services operating as normal by Sunday evening.

Find out more:

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Technology Featured

- Alcatel VoIP
- HP Server Infrastructure
- Cisco Network
- Global Crossing WAN (QoS-enabled)
- IBM Laptops

Services Featured

- Managed European Service Desk
- Project Management
- Integrated European Support & Maintenance
- Third-party Contract Management



“We’ve been consistently impressed with the services a&o has provided for us. Their staff have always been knowledgeable, helpful and on-hand to deal with both our day-to-day and long term IT issues.”

Steve Ozin
Chief Financial Office
Electra Partners Technology