



Ruffer invests in Wavex

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

THE BUSINESS

Based in London, Ruffer LLP manages investments for private clients, trusts, charities and pension funds, as well as managing a range of investment funds. When we were approached by Ruffer, they had doubled in size over a three year period.

THE CHALLENGE

Ruffer was looking for a like-minded IT services partner, able to support such rapid growth. Wendy Cartledge, Chief Administration Officer explains: "We required a complete outsourced service to manage our infrastructure end-to-end, including the provision of high quality Help Desk facilities. Our previous supplier was unable to keep up with our ever increasing demands."

THE CHOICE

A former sister company of Ruffer's had previously worked with Wavex, and introduced us to the Ruffer team. "We had a couple of meetings with their MD and liked their presentation and approach," Wendy recalls. "They seemed to understand our infrastructure needs and didn't try to bamboozle us. We subsequently spoke to some of their customers who were very positive, so we decided to go ahead with Wavex."

We were impressed with their people and the level of professionalism.

THE PROJECT

The Ruffer team worked closely with Wavex to tackle overall IT strategy, budgeting and IT project management.

There were a number of fundamental issues to address. Wendy explains: "We wanted to upgrade our servers. The previous IT provider hadn't taken a holistic view of things. So we worked with Wavex to re-establish a more solid foundation for our core infrastructure."

And Wavex managed the integration of mission-critical business applications, such as Pulse, a specialist Fund Management solution. Wavex also helped to select and integrate an appropriate Document Management System. Wendy reflects: "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."

Today, Ruffer's servers are monitored remotely using MonX™, Wavex's proprietary network monitoring application. This remote support is augmented by regular on-site support, to provide a balance that suits Ruffer's particular needs.

Wavex also upgraded Ruffer's Disaster Recover Planning "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". Ruffer opted for

partial replication, balancing costs and access to business critical systems.

Wendy adds: "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."

Project Summary:

- IT strategy
- IT budgeting
- Project Management
- New infrastructure
- Selection and Integration of key applications
- Remote and on site support
- DR planning

THE EXPERIENCE

Wavex actively encourages client feedback, following every support call. "Most of our people respond positively to this, with only 1 negative and 79 neutral responses out of almost 600 calls" says Wendy.

Ruffer has also been impressed by Wavex's regular monthly reporting systems. "I can see at a glance how Wavex is performing. Also the billing is very clear. I can see it online as well as on the invoice."

Wavex identifies and fixes problems before we even know about them.

THE RESULTS

Wendy sums up: "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."

Wavex is very aware of our costs and how we need to keep them under control. We trust them to get us the best deals.

If you'd like to know more about our services please call us on

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