

backbone case study

Client
Services
Location
Size
Sector
Website

Sabre Fund Management
Proactive IT Support
Central London
13 Staff
Investment
www.sabrefund.com



“ We have found all staff at Backbone to be very knowledgeable and professional. Any IT problems are resolved quickly and in particular we value their suggestions for improvements to our systems. ... ”

Client	<p>At Sabre Fund Management the business has evolved around the principals' strong desire to foster a culture of integrity, innovation, team work and a passion for investment.</p> <p>Sabre's mission is to be a leader in the asset management arena by delivering a disciplined investment process that generates consistent alpha with strong downside protection, backed up by a robust infrastructure and excellent, personal client service.</p>
Situation	<p>Following a recent review of their IT resources and levels of support, Sabre Fund sought to secure a support arrangement to provide a good fit with their business needs.</p> <p>Sabre Fund were keen to find a solution which would offer an overall cost reduction and improved levels of service in terms of reliability, uptime, performance and user experience. It was clear that the existing infrastructure was suffering from a lack of investment and long overdue hardware upgrades, while the IT resource employed reflected skill set limitations. A true partnership approach was required to meet the changing needs of the growing business and it was clear that Sabre Fund required a partner with a broad skill set and fast response times.</p>
Solution	<p>Backbone's tailored Proactive Support solution exactly matched the needs of Sabre Fund Management</p> <p>Backbone's Proactive Support is a tailored solution designed to provide a partnered approach to the provision of IT support. Utilising the accredited skills and infrastructure at Backbone's disposal the Proactive Support package provides peace of mind to any small or medium sized business. Affording a solution to provide both proactive Maintenance, to keep down time to a minimum, and fast response to site in the event of a system failure.</p> <p>Backbone's Proactive Support Solution provides the following :</p> <ul style="list-style-type: none">• Proactive dedicated account manager to assist with strategy planning and periodic maintenance• Scheduled Proactive Maintenance• Fast response to site in the event of system failure• Unlimited helpdesk support to answer How Do I? and What if? Questions.• Remote support where possible to resolve support calls quickly and efficiently.• Access to a broad range of skills sets.
Client Comment	<p><i>We have found all staff at Backbone to be very knowledgeable and professional. Any IT problems are resolved quickly and in particular we value their suggestions for improvements to our systems. ...</i></p>