

Agile serviced office provider helps financial tenants succeed



Bourne Financial provides superior IT services to financial institutions.

At a glance

Challenge

- Need to manage multiple tenants
- Flexible short-term leases
- Services required on short notice
- Customers demanding low latency
- Help clients retain large amounts of data & access it quickly

Solution

- Bespoke managed solution (to adapt to each customer)
- Robust & scalable network infrastructure, adaptable to data demands
- High speed internet connection
- Quick install & delivery

Benefits

- Strengthen Bourne Financial's position in a competitive market
- Quick setup managed by hSo
- Dependable connectivity
- Direct line to Account Manager
- Knowledgeable support staff
- Additional revenue for Bourne Financial

Why they use hSo

Speed, speed, speed

As a serviced office company, Bourne Financial ("Bourne") needs to move its tenants in and out quickly. The setup for each tenant must be well-timed, so Bourne needed a supplier that could change the configuration of individual ports and adapt to new tenants' needs quickly to avoid any downtime. Not only has hSo proven able to adapt the network to any requirements quickly, they also provided high-speed internet access that allows Bourne's clients to conduct business.

Reliable & scalable solution

Since using hSo's core MPLS network, Bourne Financial has never had a moment's downtime. Abdullah Jamali, Head of IT at Bourne, said 'Our financial clients need the most dependable and low-latency connectivity due to rapid change in the marketplace and increasing amounts of data, and the leased lines from hSo have totally lived up to those expectations.'

Trusted account management & 24x7 support

Bourne Financial has been impressed by hSo's account team. 'Our account manager and technical staff are extremely consistent and reliable. They respond to our needs in tight timeframes and understand our challenges.'

"With hSo I know that we are in good hands. Our account manager knows our challenges and the support team is proactive."

Abdullah Jamali, Head of IT, Bourne Financial

Challenge

Bourne is a serviced office company – ‘providing centrally-managed fully fitted and furnished flexible space with additional facilities management services’ - with offices in Crown Place and Knightsbridge. Bourne’s purpose is to enable smaller companies of sizes ranging from an individual to 12 people to keep low overheads and concentrate on their business model instead of premises and infrastructure.

Bourne’s clients are what is typically called in the industry ‘agile occupiers’: the nature of the contract signed with Bourne Financial gives them a lot of flexibility and allows them to get in and out of the property quickly. This means Bourne’s IT team must be able to adapt quickly to new clients’ requirements and get them up and running from day one. They must also cater to existing clients’ needs for down/up/right sizing.

Moreover they specifically target their services to a very particular type of businesses: financial and trading companies, including but not limited to Brokers, Traders, Hedge Funds.

For these businesses, time is money. Their business is reliant upon latency sensitive data applications to complete transactions rapidly. Deals need to happen in the blink of an eye to avoid change in pricing and the data must be current. To this is added the need to store massive amounts of data and access it efficiently.

In other words, high quality IT infrastructure is an essential part of what Bourne offers its tenants, with the critical aspects being speed, low latency, consistency and resilience.

Solution

hSo offers a tailor-made bandwidth management system allowing Bourne to provide a range of Internet services to their tenants.

The bandwidth provided to each tenant is set and controlled independently. The hSo support team manages the hardware and the provisioning process. To increase/decrease bandwidth or set up a new tenant simply requires a call to the hSo support desk.

hSo also connected Bourne to hSo’s resilient dark

fibre network, so Bourne’s tenants can benefit from high bandwidth, low-latency connectivity. This allows them to process deals quickly, efficiently access market data in real time and utilise online applications and other resources critical to their business.

Finally, hSo installed an additional circuit to both Bourne’s locations in Crown Place and Knightsbridge, this time using a different fibre supplier. This results in increased added reliability and availability for Bourne’s customers.

“I asked other service providers if they could offer precisely what we needed. hSo is the only one that could answer our exact requirements.” Abdullah Jamali, Head of IT, Bourne Financial

Benefits

IT services are at the heart of Bourne’s proposition: choosing Bourne means their tenants get IT support and infrastructure they cannot get elsewhere.

With hSo, Bourne Financial provides its tenants with the infrastructure and management that financial companies rely on for their business, namely reliable, resilient and scaleable connectivity. The network is resilient thanks to the combination of carriers and it is scalable through the bespoke bandwidth configuration for each tenant. Bourne’s clients can quickly grow and adapt their services as their needs evolve.

The close relationship with the hSo Account Manager and the technical support team allows for quick provisioning and configuration, offering little to no downtime during moving in. Bourne’s tenants can be up and running in a couple of hours.

This complete managed solution translates into additional revenue for Bourne. The serviced office company can pride itself on offering an unequalled IT infrastructure compared to its competitors.

About hSo

hSo is a carrier-independent network service provider. Our managed services span inter-site and Internet connectivity, telephony and data centre solutions, including cloud and virtualisation. To find out more, visit www.hso.co.uk or call us on **020 7847 4510**

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