

Comprehensive Software and Consulting Services to Support Growing Companies

Leading wealth management firm Stenham strengthens its IT offering and enhances its business processes with Linksfeld Technologies.

The independent wealth management firm, Stenham, has seen meteoric positive results over the past few years, and is committed to continually grow its technology infrastructure to keep up with its award-winning track record. Servicing wealthy individuals and institutions globally from offices in six countries, Stenham already boasts a secure and robust IT infrastructure along with best of breed software systems.

While its current IT systems support the demands of continual attention to global markets as well as client and staff communications, Stenham approached Linksfeld Technologies to enrich its technology infrastructure with strategic technology input to support the internal IT function, and build advanced software systems to improve business continuity.

Linksfeld's role with Stenham has been multi-faceted and includes responsibilities to manage comprehensive services for Stenham. These range from developing and implementing technology roadmaps for Stenham's worldwide offices, appointing IT staff throughout the group, vetting and negotiating supplier contracts and implementing a seamless office move for 85 employees with no communications down time. Linksfeld has also enhanced existing software systems, procured and supplied new software products, and commenced work to build new bespoke systems to keep Stenham firmly ahead in the 21st century.

Technology to enhance the business offering

Linksfeld has worked closely with Stenham's senior management and executives to help them develop and implement suitable IT strategies to support Stenham's growth, by automating core business processes and integrating (as well as procuring) appropriate systems. From an initial audit and consultancy engagement, Linksfeld identified a number of key technology areas to be developed and has worked closely with Stenham to implement this roll-out.

Linksfeld is supporting Stenham's Business Systems procurement activities with consultancy services to vet and then manage the integration process with third party vendors. Where needed, Linksfeld is also developing additional bespoke integration software, enabling Stenham's existing systems to communicate with new systems. Linksfeld's familiarity with Stenham's business and requirements has enabled it to complete such projects under budget and within the agreed timeframes.



Overview

During a 12-month period, Linksfeld has provided the following strategic technology consultancy, software and IT services to the Stenham group:

- Technology to enhance the business offering
- Support and advice on IT procurement
- Modernisation of the IT infrastructure
- Bespoke software
- Outsourced IT staff
- Uninterrupted communications

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Stenham's operational activities include a number of labour-intensive processes such as capital raising, fund distributions and commission tracking. These previously relied on spreadsheet versions from across the group to be managed and reconciled individually. In close collaboration with the Stenham team, Linksfeld designed a novel, bespoke middleware application for Stenham to automate these procedures.

In this way, Linksfeld is integrating core business IT systems to provide a platform for Stenham users to process deals more quickly and accurately. This also saves on menial re-keying of information from paper documents or between systems. The bespoke application also collates data from various internal and external systems, and integrates the information clearly for managers to analyse risks and opportunities, reports with key Management Information, and tracks overall business performance.

Linksfeld has also made enhancements to existing bespoke systems that Stenham runs, to modernise and scale these applications, and has project managed the roll-out of previously procured systems which were not yet being used widely within the business. Additionally, to further realise the benefits of Stenham's IT investments, Linksfeld is enhancing Stenham's secure web portal for investors, trust officers and mobile staff to log in to view portfolio details, and communicate with Stenham about investments.

Explains Larry Shapiro, Director at Linksfeld, "We have identified tremendous potential for Stenham to 'put technology to work' and to create substantial business value for their staff and clients. Stenham has shown the commitment to invest in these areas, and this visionary thinking and long-term approach is already starting to pay dividends for staff and clients alike in all areas of the company."

Fractional IT Director – an outsourced solution to in-house IT strategy and resources

As part of executing Stenham's IT strategy and roll-out, Linksfeld has provided interim IT managers, consultants and other contract staff as and when needed. Linksfeld's track record in flexible, outsourced IT services has enabled them to handle all Stenham's IT functions, including:

- Building a comprehensive IT road map and maintaining a coherent IT strategy for the Stenham group.
- Recruiting and appointing appropriate IT staff in house, including conducting technical vetting processes and technical interviews on behalf of Stenham.
- Managing IT staff and providing development reports to the Group COO.
- Reviewing and analysing IT strategy for the Stenham Board.
- Reviewing and negotiating contracts with suppliers in remote offices.
- Interfacing with the audit committee and external consultants.

In addition to overseeing IT managers across the group, Linksfeld also provides Stenham with a service to build better supplier and vendor relationships, including improving Service Level Agreements from current suppliers across the group. Although Linksfeld also provides bespoke software services to Stenham, within its role as Fractional IT Director Linksfeld invites other third party suppliers to tender projects so that Stenham benefits from a best-of-breed approach.



About Stenham

Stenham is an independent wealth management organisation which provides creative financial solutions to private clients and institutions.

Stenham provides a range of specialised, market leading solutions including multi-manager hedge fund portfolios; property funds; trust and fiduciary services; tax and estate planning; business finance; and a family office portfolio advisory service. The Group has offices in the Channel Islands, the UK, Switzerland, South Africa, Israel and the Netherlands, with representation in Australia.

Stenham offers its clients personal attention, discretion and integrity. With more than US\$ 6.5 billion under management, Stenham is large enough to offer a sophisticated range of products and services.

Stenham aims to preserve and safeguard its clients' assets through the provision of bespoke solutions tailored to meet their requirements. For more information please see www.stenham.com

“Our role is to relieve Stenham’s management from worrying about the day-to-day IT issues, such as help desks and systems management”, says Linksfield Director Jonathan Shapiro. “We are also pleased that Stenham buys into our ethos of IT as a service to users. We believe that technology is available to enhance and improve the business function. IT shouldn’t be about things not working – instead, we always ask how IT can improve the Stenham offering for their staff and customers.”

Uninterrupted communications

When Stenham moved offices in July 2007, bringing over 85 team members together from different London locations to one central office, it was critical that Stenham provide continual communications between their clients and professional staff, and allow continued access to market information and communications without any ‘down time’.

Linksfield Technologies managed all technology aspects of the move including networking, telecoms, server room fit-outs, cabling, transitions and setting up work stations and audio visual equipment.

Said Darryl Noik, Stenham’s Group Chief Operating Officer, “The technology aspects of the office move were facilitated very effectively by Linksfield, with minimal disruption to our staff. Between the time we closed at end of business on Friday at our previous office, and returned to work again on Monday morning at our new office, there were no hitches to prevent us from carrying on business as usual. Linksfield’s world class service, thoroughness, attention to detail, and focus on the user were commendable!”

About Linksfield Technologies

Linksfield Technologies helps its clients use technology optimally to improve business goals. Linksfield offers a broad spectrum of services including technology consultancy, high quality software solutions, and the ability to resource expertly trained people to put technology to work. Founded in the UK in 1999 by a team of technologists with proven business experience, Linksfield delivers technology solutions that make bottom-line impact. Linksfield’s clients span the private and public sectors, from blue-chip to small companies, and comprise a wide range of vertical sectors. Linksfield Technologies is a Microsoft Gold Certified Partner with special competencies in Custom Development Solutions, Database Management, and Business Process and Integration Solutions.



Putting technology to work™

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