



## Technology delivered as a service ensures NGUKPS Trustee Executive Limited works securely for its trustees and ultimately its many members

NGUKPS Trustee Executive Limited (TEL) is a city-based company which provides strategic guidance and support to the National Grid defined benefit pension schemes (National Grid UK Pension Scheme and National Grid Electric Group Pension Schemes). Established since 2015, its role is to facilitate the delivery of their Trustee client's long term objectives including investment strategy, governance and member experience as well as providing their Trustee clients with effective oversight of current Trustee activity. Its mission is to operate efficiently and effectively with strong customer confidence.

### CHALLENGE

Although supporting National Grid pensions scheme, the TEL operates as a separate entity with an increasingly dynamic set of IT requirements. From secure laptops, to key third party websites, and business critical financial software such as Bloomberg, the company needed supported technology that would fit its workload and meet strict compliance requirements as regulations continuously changed.

When the company was set up in 2015, as a short term solution, it relied entirely on IT service provided by the National Grid, this included standard workplace technology and a remote connection from its serviced offices to the National Grid IT infrastructure. As TEL expanded, it was recognised that the IT service they were using on a day to day basis was simply designed for a large global energy business not a Pension Scheme.

As the needs of its Trustees changed the company needed to ensure its technology solutions were highly secure and dynamic. But without any internal IT resource it wanted to find an outsourced partner that could offer a flexible and secure service.

*"We were growing and had plans to move into our own offices in the City. We needed an outsourced technology solution that would enable us to hit the ground running and operate from day one,"* explains Rhonda Moon, Head of Business Operations at NGUKPS Trustee Executive Limited.

## STAND OUT BENEFITS – TOTAL TECHNOLOGY SERVICE

- NGUKPS Trustee Executive Limited can provide its pension trustees with the confidence that its technology solutions are secure and managed by a trusted IT partner with experience of FCA regulated firms
- The team has a personal relationship with the Lanware Service Desk and can access support when they need it, from practical help on resolving technical issues fast or to get up to speed with certain aspects of their technology
- With their pre-configured and secure Microsoft Surface Pros, the team can work from anywhere, confident that they have the support at the end of the phone.
- As their business grows along with their technology needs, Lanware provides trusted advice which is all tailored to their specific type of business and they benefit from being part of the wider community of Lanware financial service clients

 *I would really recommend Lanware; the technology just works and Lanware always delivers. The service is very personal and works extremely well.*

Rhonda Moon, Head of Business Operations,  
NGUKPS Trustee Executive Limited



## CONCLUSION

Following an independent assessment Lanware was selected out of three providers for its personal and bespoke total technology service, experience with similar Financial firms as well as confidence from previous client engagements with a fund manager who outsourced to Lanware.

Lanware's total technology service provides NGUKPS Trustee Executive Limited with workplace technology and a managed cloud-based solution for all its data, applications and devices, delivered as a service to its rapidly expanding user base. This includes all Microsoft

Surface Pro notebooks, email, file, support for key financial applications, Cisco unified telephony, AV equipment and Cyber security controls. All IT suppliers are managed directly by Lanware so that any issues or problems are fed directly through the Lanware Service Desk.

The Lanware Service Desk provides users with a single point of contact that resolves technical issues fast and gives users the help they need to use their IT effectively. All new starters are taken through an induction with the Service Desk to ensure they get up and running quickly.

*"The Lanware Service Desk is our front line and works extremely well. Users can pick up the phone anytime and speak to one of the team who are very personable and always ready to help,"* highlights Rhonda.

*"The fact that we are both in the City is also a real advantage. We've had situations where one of our team has forgotten their laptop but are able to get a temporary replacement from Lanware which demonstrates going the extra mile."*

Working with Lanware has given NGUKPS Trustee Executive Limited the confidence in its technology, with the knowledge that it is supported every step of the way, with its data secure and protected in line with industry regulations. It is very important for the company to be able to demonstrate this to its trustees and members.

*"We feel very secure. I think we are one of the most secure clients there is! We know that when we switch on our technology it will work and be secure. Our recent independent cyber security review backed this up and provided the auditable evidence to reassure our trustees that our security controls and Lanware outsourcing arrangements are fail-safe."*