



CASE STUDY

Reliable IT Support and Technology Consultancy for a listed Property Investment Company – Urban Asset Management LLP

WHO ARE URBAN LOGISTICS ASSET MANAGEMENT

Logistics Asset Management are a specialist property investment advisor, that provides strategic property, investment & operational advisory services to a significant FTSE 250 Real Estate Investment Trust with c.130 properties and a total AUM exceeding £1bn.

THEIR CHALLENGE

Having no internal IT or technical staff Urban Logistics are entirely dependent on external partners to support, manage and advise on their IT and cyber security requirements. Operating in a high-demand industry where each staff member is vital to the continued operation of the business, any downtime or interruption due to IT problems has a big impact.

They also manage a large amount of investors' capital and are a listed business, so data security is a major requirement for them.

The difficulty they had was finding a company that was reliable with day-to-day IT support requirements, but could also advise on, and provide, all aspects of their IT infrastructure and cyber security. Their staff could not become too involved in IT-related matters on a daily basis, as this impacted productivity, and they needed someone else to lead the conversation around data security requirements and future improvements.

They needed a dependable support team that removed the burden of IT administration and management from their internal staff while providing advice and guidance to help lead their IT strategy.

OUR SOLUTION

An initial comprehensive audit and assessment meant they were able to quickly identify any potential improvement areas within their IT environment. These were clearly explained in simple terms and solutions were provided to help them make an informed decision on how to improve the situation.

Their team now have access to a reliable IT service team that they can depend on, removing the need for their staff to become involved or waste their time. They now also have the option to get instant support through online chat or schedule time with an engineer when it's convenient for them, working well around their busy schedules.

Their Cyber Security requirements were discussed in relation to their industry and business needs and were provided with the best solutions available to them. Their security can be provided, managed, maintained, and reported on by their one provider.

They have a reliable partnership in place. Meeting quarterly, they have their entire IT environment distilled down into a simple online report and are guided through what they need to know, helping them make informed decisions for the future.



Our IT systems are vital for our business to operate, but we simply couldn't afford people spending time on IT-related matters or having disruption. We also needed a partner to lead the conversation around our technology and cyber security strategy that we could trust.

Jamie Waldegrave
COO/CFO
Urban Logistics



WORKING WITH SERENO - THE RESULTS

Working with Sereno means that Logistics Asset Management no longer need to worry about their IT and data security, or their staff becoming unproductive dealing with IT-related matters.

They now have an IT environment that is reliable, secure, and scalable, reducing day-to-day issues and allowing their team to be more productive now and in the future.

They have removed the burden of IT on their team, reducing the involvement in admin and management-related tasks. They can depend on Sereno to manage all aspects of their IT requirements as if they had their own IT team and Director.

Their cyber security services, controls and processes are specific to their requirements and are provided in a simple way through clear packages that include everything they need. Their cyber security keeps them secure without becoming a hindrance to daily operations.

They have peace of mind knowing that all their IT and cyber-related requirements are provided and managed under one roof, with one point of contact.

They have a clear IT roadmap in place, and the conversations around improvements and future requirements are led by Sereno, while they maintain the management visibility they need.



IT is no longer a burden or even a part of my work week. I know the team are looked after quickly if they have an issue, and I get all the advice and guidance I need to keep the business operating securely and reliably.

Jamie Waldegrave

COO/CFO

Urban Logistics

Ready for a quick chat?

Got a specific use case you'd like to discuss? We can help. Arrange your personalised consultation call today.



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