

Nominee: netConsult

Nomination title: netConsult

Established in 2002, netConsult is a Managed IT Services Provider specialising in the financial services and alternatives sector. netConsult has grown to become a premier and award winning IT provider servicing a broad range of financial clients. We are proud to say our first client has remained with us since our inception; a testament to the quality of services and products we offer.

All of our new business has been generated by referrals due to the excellent reputation we hold in the marketplace. We have taken on a further 20% in terms of number of clients this year. In 2016 we achieved £5 million turnover and, as our client base has grown, we have also expanded our headcount by 25% in the past year. Our policy of carefully managing our capacity enables us to quickly react to client requests and new business, as well as maintain one of the highest engineer to client ratios in our industry. We continue to ensure our level of service and client satisfaction remains at their highest levels. Staffing has always been a key part of the business. A thorough recruitment and training process guarantees our reputation for technical excellence is maintained and the value we place on our staff.

2016 saw continued growth, with us acquiring over 15 new customers, ranging from start-ups all the way through to multinational global organisations. Many of these new clients, along with our existing clients have had a growing US presence, which has led to your continued expansion of our US reach and capabilities.

2016 was a changeling year for some of our clients and we have worked with them through these times. Our solutions are scalable and flexible, allowing us to assist clients in these times and demonstrates our support and assistance in adapting solutions to fit their requirements, whilst ensuring we have predictable costs.

We have also increased our senior management team in 2016. Neil Walker joins us from one of the IT industry's top Communication Providers, and is heading up our Support and Service Desk. Ian Murray has come back to us from Bloomberg, overseeing our operations and governance internally, along with managing some of our strategic clients.

We have seen a substantial increase in the demand for management of IT systems over the year, along with the trending increasing cyber security platforms. Our management platforms continue to be developed, providing further enhanced system monitoring and predictive failure capabilities to provide greater infrastructure and business insight whilst sitting comfortably alongside existing infrastructures and operational systems.

With Brexit on the horizon and upcoming implementation of EU GDPR legislation, we have developed solutions to not only get and keep businesses compliance, but provide cost-effective, understandable and, most critically, effective security solutions. From advanced monitoring and breach detection services to incident management and response, next-generation firewalls to advanced anti-malware and analytics engines, we have a full managed service portfolio to give

clients. netSecure offerings have expanded to include managed phishing and education, vulnerability testing and assessments. Also providing vCISO services to clients to provide them not only the services they require but also continuing education into the security landscape.

We have seen a marked increase in security incidents this year, with our security team detecting and responding to over 2,500 incidents. This represents an increase of over 60% on 2015. Whilst this is in part attributable to our increased advanced detection and analytics capabilities, it is more representative of the growing threat landscape and sophistication of cyber-attacks that exists in the modern cyber-world.

Infrastructure design and implementation has always been of utmost importance to us ensuring we provide our clients with a solid and secure foundation upon which their business can grow. We custom design and install entire network infrastructures with real time disaster recovery across data centres to guarantee uptime. We consistently deliver reliability and availability to our clients. More recently, we have expanded our portfolio to encompass Microsoft Office 365 and built appropriate integrations and security controls in our public cloud solutions to ensure we can help our customers leverage such technologies whilst keeping secure and compliant.

Our new netGovernance service and audit / DDQ packages now to help regulated clients through increasing compliance burdens. Operational governance and reporting frameworks help clients with regulatory requirements (such as MIFID 2) and vCIO services providing technology and security advice and roadmaps help clients make the most out of their investment in technology. The raft of regulatory changes in the asset management and finance world in recent years has meant the operational governance of IT has become even more important. Compliance is now key and IT functionality is only one piece of the puzzle. Our Governance and Compliance team have been doing lots for our heavily regulated clients. The netGovernance team assists clients to ensure their IT is not only running correctly and efficiently, but also that their systems are compliant from day one. We are continually in contact with both our FCA, PRA and SEC regulated clients around new and existing regulations and their impact on their business. netConsult is regularly audited by external consultants from the financial and security world to make certain all of our services and offerings are up to date and compliant.

We have had continued success in industry awards, recognition and client testimonials. In 2017 we have been shortlisted for the Infrastructure Solution of the Year solution at the FS Tech Awards along with more recently winning HFMWeek European Hedge Fund Services Awards for Best outsourced tech infrastructure provider. Adding to our successful 2016 which saw netConsult being named Best IT consultancy service and Best outsourced solution at the HFM European Technology Awards, Best IT infrastructure provider at the CTA Intelligence European Service Awards, Best Overall Technology at the Alt Credit Intelligence European Services Awards, UK Global Fund Awards winner for the best Tech Infrastructure Provider of the year, HFM Week winner of Best Technology for small and start-up firms, highly commended for Comms Dealer reseller of the year, CRN Awards Best Sales Team and the Hedge Fund Journal winner for Best IT Security Service. All of which we are extremely proud of.

Why nominee should win

Exceptional growth in very demanding market

Advanced cyber security offering

Second to none Customer Services and fabulous team

Fantastic infrastructure

We invest heavily into staff training and development