



K Capital Partners Selects A Fully Managed Outsourced IT Solution For Quality of Service

Organization Profile

K Capital Partners is a Boston-based investment manager focused primarily on European special situations.

Challenge

K Capital Partners, as with other firms in the hedge fund industry, requires a very proactive IT solution that provides immediate solutions to problems, and technology that meets their time sensitive needs.

Bob Needham, Chief Financial Officer, decided to evaluate several Managed Outsourced IT Solution Providers for overall responsiveness and quality of service.

As he began to explore his options, his key requirements were:

- Comprehensive proactive solution
- Quick Response Time
- Real-time network monitoring
- Redundant, fault-tolerant infrastructure
- 24 x 7 availability
- Service Level Guarantees
- Reliable off site data backup

After evaluating several Managed Service Providers, Bob chose mindSHIFT Technologies.

Solution

mindSHIFT Technologies offered to manage the day-to-day operations, security, and support of their entire computing infrastructure. More significantly, K Capital Partners was impressed with the overall design and implementation of their network infrastructure.

mindSHIFT upgraded K Capital Partner's internal systems to provide a greater level of stability and replaced much of the infrastructure to align with their business needs. mindSHIFT now provides comprehensive IT support services that include:

“mindSHIFT employs people who are dedicated to resolving any issue on the first call. They are extremely helpful and can step in and get things done.”

Bob Needham,
Chief Financial Officer

- Management of servers and workstations
- Management of software applications
- Management and administration of email
- Comprehensive network security
- Virus and spam filtering
- Redundant access to line of business applications
- 24 x 7 network monitoring of the entire infrastructure
- 24 x 7 help desk support for all users
- Secure remote access for mobile users and remote offices
- Nightly offsite backup of servers and workstations for complete disaster recovery.

Results

K Capital Partners ultimately concluded that mindSHIFT had the tools and personnel to offer their organization a full suite of services and support. At the same time, they conveyed an understanding of the key requirements K Capital Partners defined.

“mindSHIFT embodied all the qualities we were looking for in an Outsourced Provider. We were very impressed with the design, network upgrade, and overall smooth implementation. They have been effective as a proactive solution provider and have restored our confidence”.
