

CASE study

■ ■ ■ Basel Trust Group

The Basel Trust Group is an international, multi-disciplinary, independently owned group of companies, providing trust, company and partnership administration services in a number of leading international finance centers.

Julie Coward, Managing Director of Basel Trust Corporation (C.I.) Ltd spoke about their recent decision to outsource the operational management of information technology to Itex.



What led you to consider outsourcing your IT?

We have always relied upon external agents to deliver elements of our IT rather than directly employ staff for something that we do not consider to be a core function of our business. It seemed clear that with increasing workloads and the opening of new offices in other jurisdictions, the optimal solution was to outsource the entire responsibility to one party.

What were the key criteria you looked for when choosing an outsourcing partner?

I think the most important factors informing our decision were a demonstrable track record of providing similar services to like organisations, good reference sites and a high level of confidence in the overall ability to execute.

Why did you eventually choose Itex?

We have worked with Itex for the last 8 years and they have proved that they understand our business. They have demonstrated to our satisfaction that their investment in modern technology could deliver a reduction in our operational costs. Itex have been able to demonstrate an investment in people, process and technology that has not been matched by any of the alternatives we considered.

How does the solution deliver value?

Key system components are safely housed in the highly reliable facilities at Itex and we therefore benefit from an architecture that is designed to ensure business continuity seamlessly in the event of a major problem. Moreover, when combined with the comprehensive reporting that we receive we can be confident that we have the ability to effectively measure the contribution of I.T. for the first time.

Where do you see the future of the solution?

Ultimately, we envisage needing to have less involvement in day-to-day I.T. issues allowing us to concentrate on our customer service. We believe the strategic alliance with Itex will ensure stability, reliability and scalability as we continue to develop our business both in Jersey and internationally.

