



TIVARRI CLOUD

SAFE / SECURE / RESILIENT

**MARKET-LEADING TECHNOLOGY SERVICES
FOR REGULATED INDUSTRIES**

YOUR NEEDS

Tivarri has provided Private Cloud solutions to financial services organisations for 20 years, adding Public Cloud to our portfolio in 2010. We understand and appreciate the system requirements of businesses like yours. We know that information technology is critical to your business, and that system failures can be very costly. Whether it's your trading activity, customer communications or running key applications, you need a solution that is always available. Your employees are likely to be first and foremost financial services experts, not IT experts, and time spent away from your business to deal with technology problems is wasted time.

You need complete system reliability; systems compliance with a range of regulators; protection from cyber-attack; prompt, responsive support, and access to consultants who can help provide the information needed for investors, insurers, business partners and regulators. You are also likely to want to work from the office or remotely, to share files, and to run integrated financial applications. We also know that customers prefer data to be stored and backed up in the UK.

WHAT WE BELIEVE

Cloud services are popular for their flexibility, reduced CAPEX and lower cost-in-use. But IT companies come and go because they do not invest enough in their platforms and people, this means they often fail – leaving their customers without access to critical data. Tivarri believe in investing in the best systems, equipment, components, networks, people, and support processes to ensure you stay operational, come what may. We configure our service and infrastructure to ensure that customers receive the best possible user experience and a premium service level at a fair price. Put simply, we organise to provide the highest quality service.

WHY CHOOSE TIVARRI?

We are a trusted partner

In 2022, Tivarri recorded a market-leading 99.999% uptime for our Private Cloud Service. This exceeded the uptime of the major public cloud service providers.

Predictable costs

Our scalable and subscription-based approach means that our clients only pay for what they need and benefit from predictable costs.

We are experts

We are experts in cybersecurity, Microsoft 365, business continuity, Public and Private Cloud. From lower-cost entry level solutions to sophisticated and real-time financial services solutions, Tivarri improves the user experience through simplicity, security, and continuous support.

Your cybersecurity is our priority

Our solutions are configured to ensure that your critical digital information and assets are protected against both internal and external threats. We deploy a variety of cybersecurity services including multi-factor authentication, email security, web filtering, anti-virus, conditional access policies, end-to-end encryption, and mobile device management, all to keep your business safe. In addition to deploying the best in-class technology, we can provide a training service that educates your employees on the steps required to ensure that your business is protected from cyber threats.

We understand your specific business needs

No two businesses are the same. Our solutions are based on two platforms that we tailor to each client's specific needs. Cranberry Cloud Virtual Desktop is based on Private Cloud and Cranberry Desktop is based on Microsoft's 365 and Azure Public Cloud services.

Tivarri redefines technological support

Maintaining a compliant IT service can be time consuming, a pain that Tivarri takes away. We help you answer the regulatory questions from stakeholders and regulators, manage your computers, data backups, software licences and provide market leading support from our UK-based helpdesk.

We always prioritise client satisfaction

Our clients stay with us. Tivarri has a market-leading 94% client retention over the last 5 years—a testament to our commitment to deliver a consistently high-quality service to our clients. We aim to create lasting partnerships that put our clients' needs above all else. It's who we are, and it is what makes us stand apart from the competition.

OUR SERVICES

Customer choice is important and therefore we offer two models, our Private Cloud — designed to meet the highest compliance standard and Public Cloud, designed to meet the compliance needs of the majority of customers.

CRANBERRY CLOUD VIRTUAL DESKTOP - PRIVATE CLOUD

Cranberry Cloud Virtual Desktop, is designed to deliver a compliant IT system quickly and easily. Often deployed in under 48 hours, clients can benefit from a tried, tested and regularly audited IT system using specialised application—Bloomberg, Refinitiv Eikon, Tradar, Intellifio—work in the same way as they do on a local computer.

No applications are run, and no data is stored on local PCs or servers - everything is in data centres designed for fault-free 24/7 operations. For you, that means no more local servers, server rooms or racks, backup disks or tapes, nor any of the paraphernalia associated with onsite servers. For your managers and staff, it means they can securely access their documents and work using any device (laptops, tablets, smartphones) from any internet-connected location.

Key features of Cranberry Cloud Virtual Desktop

- ✓ Inclusive, predictable monthly fee, including Microsoft licencing costs
- ✓ GDPR and FCA requirements for compliance
- ✓ Critical business data is stored in the Cloud, not on staff devices, so risk of data loss is greatly reduced
- ✓ ISO 27001 (the Information Security standard) compliant solution which is externally audited at least once a year
- ✓ User data is encrypted both at rest and in transit and backups are stored at two UK data centres
- ✓ Our desktop management system provides application access management and monitoring of attempted logons. Access logs are saved and retained for compliance purposes
- ✓ Reliable daily backups and 15-minute data replication to a secondary datacentre
- ✓ If disaster should strike, we offer a failover service to standby servers to get operational quickly in the event of total failure
- ✓ Client dedicated virtual desktop servers - no sharing with other clients
- ✓ Microsoft email services with archiving and litigation-on-hold services
- ✓ Optional data backup and long-term storage to encrypted AWS Public Cloud storage
- ✓ Weekly third-party penetration tests are carried out to interrogate security.

CRANBERRY DESKTOP - PUBLIC CLOUD

Cranberry Desktop is based on Microsoft's 365 suite of products and services. File and email data is stored and replicated across Microsoft's UK data centres. Microsoft SharePoint is used for online file storage and collaborative working with options for detailed compliance monitoring and alerting. Microsoft's services are customised using Tivarri's tried and tested templates to ensure that compliance requirements are met.

With Cranberry Desktop, users can work on documents offline, e.g, while travelling and changes can be synchronised when connectivity is restored.

Key features of Cranberry Desktop

- ✓ ISO 27001 (the Information Security standard) compliant solution which is externally audited at least once a year to validate our services and support
- ✓ SharePoint, OneDrive and email data is stored at two Microsoft UK data centre locations (by default)
- ✓ All-inclusive, predictable monthly fee, including Microsoft licencing costs
- ✓ Microsoft data centres are UK-based, ISO 27001 compliant with redundant internet connections and 24/7 security monitoring
- ✓ Built to help you comply with GDPR and FCA requirements
- ✓ Low-cost file storage above 1TB is included for SharePoint storage and 1TB per user for OneDrive
- ✓ Microsoft email services with archiving and litigation on hold services
- ✓ Critical business data is stored in the Cloud, not on staff devices, so risk of data loss greatly is reduced
- ✓ Compatibility with all applications that run on Microsoft Windows desktop operating systems
- ✓ Optional SharePoint and OneDrive data backup outside of Microsoft's data centres
- ✓ User data is encrypted both at rest and in transit
- ✓ Straightforward sharing of data with external organisations.

WHO WE ARE

Tivarri exists to meet the information technology needs of regulated clients. We are experts in both Public and Private cloud, Microsoft 365, business continuity and cybersecurity.

The majority of our clients—hedge funds, asset managers, wealth managers and operators of critical national infrastructure—are regulated. They all take a cybersecurity first approach to operating their business and entrust Tivarri to protect their assets and provide a market-leading reliable service.

Our clients' staff have full access to their office IT system wherever they are located. Our scalable, subscription-based approach means our clients only pay for what they need and benefit from predictable costs with lower capital outlay. Tivarri takes away the hassle of maintaining a compliant service by answering the regulatory questions from stakeholders, managing licences, patching devices, backing up files and providing support to users. Tivarri's mission is to keep your business running.

LIKE TO KNOW MORE?

Contact us for a no-obligation review of your requirements and a demonstration of the advantages of Cranberry Cloud and Cranberry Desktop.

Photo by Henry Be

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