CREM
Real Estate Management (UK) Limited

wanstor

REM partner with Wanstor to boost IT operations, cybersecurity & service delivery

The Result

Enhanced Cybersecurity:
REM achieved Cyber Essentials Plus certification reflecting a significant improvement in cybersecurity posture, establishing a firm foundation for long-term security strategy.

Streamlined IT Management:
A dedicated Wanstor engineer on-site provided immediate IT support, drastically improving quality of service compared to the previous supplier.

User Experience:
Employees experienced a seamless transition with minimal changes to their daily operations, marked by fewer disruptions and more efficient IT support.

Cost-Effective Solutions:
Wanstor successfully migrated and managed REM's domain hosting services to a more economical provider, demonstrating commitment to cost efficiency.

Continual Improvement:
Ongoing optimisation and preventative maintenance days are also provided to ensure REM's IT infrastructure remains robust and efficient.

Key Outcomes

- ➕ Enhanced cybersecurity reflected by achievement of Cyber Essentials Plus certification

- ➕ Streamlined IT management with a dedicated Wanstor engineer onsite providing immediate and effective IT support

- ➕ Seamless transition with minimal changes to daily operations

- ➕ Cost-effective solutions including migrating REM's domain hosting services to a new provider

- ➕ Continual Improvement to ensure REM's IT infrastructure remains robust and efficient

Background

Real Estate Management (UK) Limited provide end-to-end property development and asset management services to real estate investors.

The company specialises in premium London assets, such as The Shard, as part of a portfolio comprising 1.9 million sq ft of premium mixed-use lettable space and a £320 million development pipeline.

REM provides services across the full life-cycle of real estate investments, from acquisition, development and construction to leasing, marketing, asset and property management. This integrated approach provides a seamless service that ensures maximum overall return.

In an industry where high standards and reliability are key, REM's success hinges on the efficiency and security of its IT infrastructure.

As a result, the company's IT systems and processes play a crucial role in managing complex real estate transactions, optimising internal processes, enhancing communication and safeguarding sensitive client data.

The Challenge

REM's growth strategy and high standards required a transition to a more sophisticated IT service provider.

The incumbent Managed Service Provider (MSP) was unable to meet their growing requirements across support, security and governance, all of which are critical areas considering the high-value assets under their management.

In particular, the search for a new IT partner was propelled by the need for enhanced cybersecurity measures and to deliver cultural alignment in terms of team dynamics and operational ethos.

The Solution

The selection process for a new IT partner was rigorous. After a comprehensive evaluation involving organisations sourced from the G-Cloud framework, Wanstor emerged as the preferred choice.

Key factors influencing this decision included Wanstor's proximity, their embedded approach to cybersecurity and the strong engagement with their leadership, notably their CEO.

Wanstor's team structure, which emphasised a cohesive, office-based workforce, aligned well with REM's cultural expectations.

The migration to Wanstor involved a meticulous onboarding process spanning approximately eight weeks, with an initial 3 to 4 week soft launch focused on discovery.

Despite the complexities involved in migrating from one MSP to another, the process was managed efficiently, ensuring minimal disruption to REM's operations.

Wanstor took over the management of 180 m365 licenses and provided comprehensive services, including end-user support, disaster recovery, network firewall management and infrastructure services.

> "Wanstor's expertise and tailored approach have been instrumental in enhancing our operational efficiency, reflecting our dedication to excellence in the London property market."
>
> **Gordon McCarthy**
> Head of IT