

## Sure Customer Case Study

### Estera

A network and datacentre transformation supporting global expansion.

#### Challenge

To support Estera's growth and business acquisitions, new datacentre and network connectivity platforms were needed to meet the highest levels of business efficiency, security and service.

#### Solution

A consultative approach led to the provision of an interoperable, resilient and highly secure datacentre and connectivity platform supporting their global operation.

#### Benefit

A reliable and secure infrastructure supporting global operations from Hong Kong to the Cayman Islands.



Photo: Tony Bish, Head of IT Operations, Estera & Kenny-Lee Holberry, Head of Sales, Sure Business

"The level of confidence and engagement we have with Sure is truly excellent. We work as a unified single team and have an extremely high level of trust in them."

**Tony Bish, Head of IT Operations.**

## Profile

### BACKGROUND

Expansion and business growth required a datacentre and wide area network refresh to support the scaling up of global operations. Sure worked with the Estera team to design and implement a highly secure, bespoke solution built for the future.

### PROVIDES

Advanced, scalable and secure data processing and storage, with wide area network connectivity along with fixed and mobile telephony services.

### LOCATION

Estera, 13-14 Esplanade, St Helier, Jersey. JE1 1EE

## Background

Estera is a world-leading provider of fiduciary and administration services including corporate, trust, fund and accounting services to clients across the globe. Estera has offices in 11 jurisdictions, both onshore and offshore, and with over 550 professionals globally, they service over 6,000 clients and 12,000 entities.

Locations include Bermuda, BVI, the Cayman Islands, Guernsey, Hong Kong, the Isle of Man, Jersey, Luxembourg, Malta, Mauritius and the UK.

Estera's multi-jurisdictional professionals work collaboratively with clients to provide solutions tailored to meet their global needs, no matter where they are located. The acquisition and investment in a Guernsey based fund administration and trust business was the catalyst for Estera to design and implement a datacentre and network refresh to accommodate this next stage in the company's growth.

Says Tony Bish, Head of IT Operations; "We decided to create a new virtual datacentre using Sure's dual interconnected

**"Using Sure's dual interconnected locations on Jersey and Guernsey, we could house and virtualise the IT needed for our global operations."**

locations on Jersey and Guernsey, where we could house and virtualise the IT needed for our global operations."

## The Solution - Datacentre & Connectivity

Estera's virtualised datacentre solution uses high-speed fibre optic 'Dense Wavelength Division Multiplexing' (DWDM) links that virtually eliminate latency. Estera's team of business professionals access work applications and systems using virtual desktops from their offices across the globe.

Security is vital, and with the global team remotely accessing all their work, Sure run an additional cloud-based email management service that provides security scanning, archiving and continuity services to protect Estera's email system.

The datacentre is at the core of Estera's Cisco Nexus based wide area network (WAN), that has points of presence in Jersey, Guernsey, the Isle of Man, the UK and Luxembourg.

The Estera IT team have secure physical access to their equipment in Sure's datacentres when needed, though the majority of the work can be done remotely."

## Relationships, confidence & the future

Sure's Professional Services and Account Management team work closely with Estera to provide networking consultancy and guidance along with a formalised management, respond and repair service.

Estera use Sure's fixed and mobile telephony services across the islands, underpinned by Sure's resilient network, along with national and international breakout telephony for their extensive business operations.

Tony Bish concludes; "We're delighted with the services and relationships we have with the team at Sure. We've great confidence in them as a key partner. "

### Guernsey

Centenary House,  
La Vrangue, St Peter Port,  
Guernsey, GY1 2EY  
01481 757757

### Jersey

The Powerhouse,  
Queens Road, St Helier,  
Jersey, JE2 3AP  
01534 888291

### Isle of Man

Atlantic House,  
4-8 Circular Road, Douglas,  
Isle of Man - IM1 1AG  
01624 692222