



Salamanca Group Trust (Jersey) Ltd Case Study

Introduction

Salamanca Group Trust (Jersey) Ltd is the largest Trust and Fiduciary arm of the Salamanca Group, an independent and privately owned Trust and Fiduciary group that services the estate planning and structuring needs of international families. Its Trust team based in three locations – Jersey, Geneva and Mauritius – offers a full range of trusts and fiduciary services in a robustly regulated and secure environment.



Matthew Such,
Head of Technology Trust and Fiduciary at Salamanca.

Website
www.salamanca-group.com



Business Challenge

Following the acquisition from a large banking organisation in 2014, the Salamanca Group's newly formed Trust and Fiduciary division required a business-critical link between its offices across three locations.

This required a total redesign of the business' infrastructure and the challenge presented was to achieve this redesign within a three-month timeframe; with no interruption to day-to-day business communications.

JT's Solution

JT provided Salamanca with a highly resilient Multi-Protocol Layer Switching (MPLS) system, or Wide Area Network (WAN), to link all teams (regardless of location) to the company's private network. JT linked this to Salamanca's data centres, and also provided a state-of-the-art phone system to deliver seamless communications.

Customer Endorsement

The team at Salamanca had been impressed with the personal service and innovative mobile solutions JT had provided to the company within the Channel Islands; so when it came to overhauling the company's infrastructure in 2015 they looked to JT.

"From day one we dealt directly with our dedicated JT Account Manager. During the three month period we worked together, he became a true extension of our team working with myself in Jersey, as well as our team in Geneva. We approached JT with our requirements and despite the need to get the WAN installed within a tight timeframe, our Account Manager gave us the reassurance that it was achievable. JT made a great effort to really understand the business critical issues we faced and worked alongside us, guiding us as the project evolved.

"With over 120 staff in three locations, business continuity and speed were of the utmost importance and JT delivered on all levels. The personal service we received ensured that despite some initial teething problems, we felt our interests were always a priority and we were looked after every step of the way. JT ticked all the boxes and really stepped up to deliver first-class solutions which enhance our Trust and Fiduciary business."

Matthew Such, Head of Technology Trust and Fiduciary at Salamanca.

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