

KITO - keyIT Outsourcing

*Reinforcing IT resilience and regulatory compliance
in financial sector*

keyIT

THE CHALLENGE

As Telomere Capital expanded, their IT infrastructure became increasingly complex, requiring a broader range of expertise to support their evolving needs. While they had previously worked with another IT provider, they sought a partner with deep expertise in Switzerland's financial sector - one that understood the stringent security and compliance requirements of the industry.

Key challenges included:

- **Security Risks:** As a financial services firm, Telomere Capital needed to safeguard client data against cyber threats, as financial institutions are prime targets for hackers.
- **Regulatory Compliance:** Meeting Swiss financial regulations required an IT provider with a strong understanding of industry-specific compliance measures.
- **Digital Transformation:** Telomere Capital aimed to modernize its IT operations by migrating to Microsoft 365 and embracing more advanced tools to boost efficiency.

ABOUT TELOMERE CAPITAL

Telomere Capital is dedicated to delivering exceptional client experiences through bespoke wealth management and financial advisory services. Catering to individuals, families, entrepreneurs, executives, and medical professionals, they offer personalized asset management, investment advice, and financial planning tailored to each unique situation.

Founded in 2015 by experienced professionals from the Private Banking department of a large Swiss bank, Telomere Capital was established with the ambition to build on "The spirit of performance," a unique approach to wealth management that has allowed them to consistently exceed growth forecasts. By offering a holistic approach to wealth management, Telomere Capital empowers clients to focus on their personal and professional lives, knowing their financial affairs are in expert hands.

For more information: www.telomere.ch



TELOMERE | Capital



*You genuinely listen to your clients and understand our specific needs. **You have recognized that we operate in a highly specialized sector and have successfully adjusted to its demands.** That's what truly matters.*

*- **Petra Kordosova**, Chief Financial Officer & Head of Compliance at Telomere Capital*

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THE SOLUTION

Through its **KITO Managed IT Services**, keyIT provided end-to-end IT management for Telomere Capital, covering:

- **Infrastructure & Cloud Management:** Overseeing servers, virtual environments, and the transition to Microsoft 365.
- **Advanced Security Measures:** Implementing a bank-level security framework, including privacy policies, access management, and Data Leakage Prevention (DLP).
- **Continuous System Updates & Patch Management:** Ensuring that vulnerabilities are identified and patched promptly to maintain security.
- **Telephony System Modernization:** Transitioning Telomere Capital's communication to Microsoft Teams for seamless internal and external collaboration.
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- **Cloud Backup & Disaster Recovery:** Providing secure cloud backup solutions to restore data in case of a disaster, cyberattack, or accidental deletion - aligning with the shared responsibility model for compliance.
- **IT Helpdesk Support:** Offering dedicated IT support available from 8:00 AM to 5:30 PM to address operational concerns and technical issues.
- **Firewall:** Management of inbound and outbound traffic and implementation of security profiles to analyse encrypted and unencrypted flow. Implementation of CIS best practices to limit the infrastructure's attack surface.
- **Network:** Provide remote access for employees to serve business. Network segmentation to better control traffic between applications or devices. Centralized management and monitoring for improved responsiveness.
- **Security Awareness Training:** Conducting training sessions for end-users to reinforce cybersecurity best practices.

Why keyIT

Telomere Capital chose keyIT for its proven IT in financial sector, its proven knowledge of financial regulations (including FINMA and DORA), and its ability to cover all IT domains - from cloud infrastructure to cybersecurity and data management.

“We are delighted to continue working with you in the long term and to progress together because, in our industry, standing still is not an option - if we don't adapt, we don't survive. **That's why having a partner who understands this reality, who listens attentively, and who truly grasps our evolving needs is crucial.** And that's exactly what you do.

- **Petra Kordosova**, Chief Financial Officer & Head of Compliance at Telomere Capital

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THE IMPACT

Since partnering with keyIT, Telomere Capital has reinforced its already robust cybersecurity with proactive measures, preventing any known security vulnerabilities.

Thanks to its expertise in the financial sector, keyIT enables Telomere Capital to remain compliant with Swiss regulations, while facilitating communication with the authorities and the board of directors via clear, targeted reporting on security.

The transition to Microsoft 365 has resulted in a standardized, secure and scalable IT infrastructure. Integrated tools such as Power BI, Teams and SharePoint have optimized workflows and enhanced collaboration, improving day-to-day operations.

Why external IT Management makes sense

Many businesses debate whether to maintain an in-house IT team or outsource their IT services. For Telomere Capital, partnering with keyIT proved to be a strategic decision.

The advantages of outsourcing IT include:

- keyIT provides a **level of financial-sector IT expertise** that is difficult and costly to develop in-house.
- Instead of reacting to threats, **keyIT prevents issues before they occur**, reducing risks.
- Outsourcing **reduces fixed costs and allows companies to scale IT resources** as needed.
- Companies **have access to a wider talent pool** and faster problem resolution.

OUTLOOK FOR THE FUTURE

By partnering with keyIT for several years now, Telomere Capital has not only strengthened its IT infrastructure but has also gained a trusted partner that understands the unique demands of the financial sector. From security and compliance to efficiency and scalability, keyIT's services have enabled Telomere Capital to focus on what they do best - delivering top-tier financial advisory services to their clients.

As Telomere Capital continues to grow, keyIT remains committed to ensuring that their IT systems are secure, compliant, and future-proof, allowing them to navigate the ever-evolving landscape of the financial industry with confidence.

“*We definitely feel that keyIT is part of our organization, not just an external partner. **Our relationship is built on trust, professionalism, and a sense of familiarity**, which makes all the difference.*”

- **Petra Kordosova**, Chief Financial Officer & Head of Compliance at Telomere Capital