



Real Estate Management (UK) Limited

At a Glance

Real Estate Management (REM) manages property assets with dynamic network needs that provide the foundation for core building services for multiple tenants. Their network needs to be highly available, proactively maintained and configured for the changing needs of their tenants and 3rd party partners. REM chose Cisilion Managed Services for proactive monitoring and maintenance. The service ensures prompt identification and resolution of potential network issues before they escalate, thus minimising downtime and disruptions to business operations.



OPTIMISE
PERFORMANCE



PRODUCTIVITY



REDUCED
COMPLEXITY



Partner

Who are Real Estate Management ?

REM are a premier provider of property development and asset management services throughout London.

With a portfolio spanning 2.5 millionsq. ft of prime lettable space in diverse assets and a development pipeline valued at £400 million. REM oversees iconic properties including The Shard, The News Building, The Retail Arcade, and residential projects such as Shard Place, Park House, and 48 Pall Mall.

These locations form a vibrant network crucial for delivering essential building services for numerous tenants, requiring constant availability, proactive management and agile responses to meet evolving demands.

"Partnering with Cisilion has been a game-changer for us. Their commitment to excellence goes beyond expectations, ensuring our network remains resilient and reliable. With their support, we can innovate and grow our business without worrying about network disruptions."

Gordon McCarthy, Head of IT, Real Estate Management Ltd



Challenges

Solution

Benefit

- 1 **Complex Network Management**
Managing a diverse portfolio of properties with intricate network infrastructures, necessitating constant monitoring and maintenance to ensure seamless operations. Centralising control of Cisco DNA Advantage licenses for better visibility and control of network assets.
- 2 **Dynamic Tenant Needs**
Evolving needs of tenants needing adaptive network configurations swiftly, balancing flexibility with stability to meet changing demands effectively.
- 3 **Risk Mitigation**
Changes to the network infrastructure introduces risks such as security vulnerabilities, wanted to upgrade and manage their network to reduce complexity and reduce exposure to risk
- 4 **Resource Optimisation**
Requiring network management responsibilities taking away from REM's other strategic initiatives



Cisco Enterprise Agreement (EA)
EA with DNA-Centre to leverage DNA Advantage licensing and provide greater visibility and control across the network.



Cisilion Gold Fully Managed Service
Cisilion's industry-leading Cisco Managed Service, providing 24/7 support. With proactive monitoring and aligned Client Success Manager & Account Director, ensuring clear communication of day-to-day activities and touch-points for escalation.



Project Management Expertise
Cisilion PMs ensures that network changes are executed smoothly, on schedule, and within budget, allowing REM to focus on core business activities and strategic initiatives.



Cisco Maintenance Support
Implemented a multi-year contract to provide maintenance supporting hardware replacement and proactive IT asset maintenance.



Minimising downtime and disruption to business operations

The Cisilion service significantly enhances the reliability and uptime of the network. This resilience helps reduce the risk of downtime, ensuring continuous availability of critical applications and services.



Access to Expertise

By partnering with Cisilion, REM have access to deep expertise in network architecture and associated technologies, technology trends and best practices. Cisilion are providing valuable guidance on how to optimise the network infrastructure and support daily changes effectively.



Strategic Alignment

REM's business strategy is underpinned by their IT strategy and Cisilion have provided the confidence for REM to continue achieving their objectives and delivering for their customers.

CISILION

About Cisilion

IT Ops are under pressure to limit disruption, reduce risk, and optimise your IT environment. To achieve this, you want a quick response to issues and proactive management to ensure your environment delivers business results.

With over 20 years' experience in Enterprise Networking, we design, deliver, support, and manage a network that grows with you. With our managed services your teams can focus on the business-critical projects with the comfort that the day-to-day operation of the environment is being delivered by experts

Whether you are a commercial, public sector, or enterprise company, Cisilion is here to help you: from the data centre to the workplace, Cisilion's services encompass building bespoke systems and solutions. Book an Infrastructure experience in our Client Experience Centre.

[Book an Experience](#)

