

# REFLECT ON THIS

## Long Harbour Case Study

Long Harbour was established in 2009 to help bridge the gap between illiquid asset classes, often with high barriers to entry, and institutional investors seeking to deploy capital into investment grade, income-generating assets.

Long Harbour is now an organisation with more than 140 full time members of staff across its operational platform and Reflective have worked with them from inception through several office moves to accommodate rapid growth with multiple compliance and risk management exercises.

Early on, Investor due diligence highlighted a need to update the existing business continuity plan. Reflective were engaged to compile a comprehensive IT manual detailing all key technical information and IT systems and usage within the business. All technologies were then risk assessed with business impact analysis carried out and an up to date Disaster Recovery plan and Business Continuity plan were presented to the board. New technologies were identified to facilitate the plan for the identified recovery time objectives.

David Hartup commented, ***"Our immersion in and deep understanding of the Long Harbour business has been invaluable in managing disaster recovery and business continuity plans for Long Harbour. We have an onsite presence on a regular basis and a close relationship with employees with a clear understanding of their business needs."***

Reflective IT now conduct annual testing and reviews where all documentation is updated and maintained to be available for any due diligence carried out by internal or external parties.

“

*Reflective IT provide a professional and cost effective service that offers us peace of mind. We have total confidence in their abilities and knowledge of our business and with little internal resource they support us fully with minimal interruption to our business. I would certainly consider them a key partner and we place a great deal of trust in the relationship we have with them.*

**Doug McKenzie**  
Finance Director  
Long Harbour

LONG | HARBOUR |