



Delivering excellent returns to investors

Transforming the way that Sydney & London Properties delivers confidential information to investors with Secure File Transfer from MBM.

When the time came to deliver quarterly reports to its investors and Joint Venture partners, the team at Sydney & London Properties were faced with a large administrative and logistical task. Reports would need to be printed, bound in bespoke folders and couriered to destinations around the world. With each report containing sensitive or Personally Identifiable Information, the team at Sydney & London, led by Company Secretary; Kate Collyer, were looking for a way in which to modernise its reporting processes that met with GDPR legislation.

Compliance as a catalyst

Being responsible for administration, including legal documentation and contractual obligations at Sydney & London, GDPR compliance was a key consideration. Having trusted MBM as their IT partner for many years, Kate approached Technical Director; Jason Timmins, to ask for some advice.

As Kate explains, *“As well as what we share with our investors, we are also required to capture highly sensitive data for Anti-Money Laundering (AML) compliance.”*

After discussing various options, Jason and the MBM team proposed their Secure File Transfer (SFT) service – which would enable Sydney & London to securely share files with its clients as well as deliver some significant process improvements.

A suite of savings

The first saving was immediately tangible to Kate – the cost of manually producing reports.

“Once you’ve factored in printing, binding and courier services, we were spending in the region of £50 per report. On its own this doesn’t seem much, but when you’re sending out dozens of copies four times a year it quickly adds up.”

Alongside these ‘hard’ savings was a reduction in the amount of time that it took staff members to compile reports. Rather than having to manually print, collate and bind reports for each investor, the team now simply combine them electronically into a single pdf and send via SFT. There’s a time saving element for investors too – instead of waiting for a courier to arrive they can access their files on a device of their choice as soon as they’ve been emailed the link.

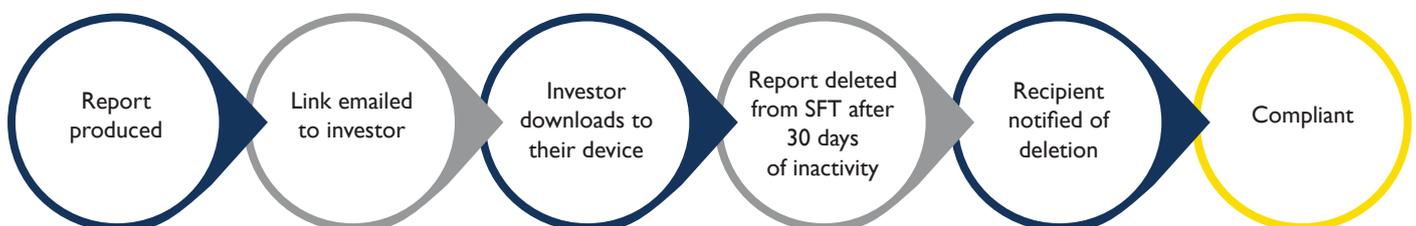
Exceeding investor expectations

- Files delivered in moments
- Searchable, portable, pdf documentation
- Completely secure transfer
- Data hosted in UK datacentres

A secure, time-saving service for Sydney & London Properties

- Significant cost savings
- Overcomes server restrictions on file sizes
- Meets GDPR legislative requirements
- Reduces administrative burden
- Decreases carbon footprint associated with printing & shipping

SFT: Giving Sydney & London a Straightforward, Secure Process





Firewall and file server friendly

One other alternative that Sydney & London considered was sending reports via email, but it wasn't always possible – a 20mb document would have to be broken down into multiple files to make it through email servers, creating additional admin for sender and recipient alike. There was also the possibility that attachments would be incorrectly identified as 'junk' or blocked by the recipient's firewall. SFT has removed these issues for the Sydney & London team – with positive feedback coming from both employees and investors alike.

“SFT has freed up server traffic internally – we don't have large files sat in our email system and we don't have to worry that they won't make it past our investors' firewalls. Instead we simply upload our reports via SFT and the investors receive a link to a secure UK-hosted site where they can download what they need.”

Kate Collyer, Sydney & London Properties

Good business practice

GDPR aside, it's good practice to have a clear map of your data assets to help mitigate against security risks inherent with unstructured or duplicated data. As no files are transmitted via email during the SFT process, there is no risk to Sydney & London of duplicate copies of investor files living in email servers. A built-in countdown clock takes care of file deletion from SFT's UK-based servers in line with GDPR guidelines – if there's no activity on the file after 30 days, it's automatically deleted with the recipient advised when the process is instigated and completed.

A simple route to customer satisfaction

The most striking thing for Kate has been the ease with which her team, and Sydney & London's investors, have been able to adopt SFT – they've had 100% take up which has made business as usual even better.

The system is also straightforward to use with an uncomplicated interface and simple navigation. Internally, there's no confusion over the process – as Kate says, *“There's no need for a complicated manual or process flow, I simply explain it once, and that's it!”*

A small step with a global impact

With many organisations seeking to go paperless, the introduction of SFT at Sydney & London has meant they can significantly reduce the amount of paper they use. When combined with the carbon footprint associated with couriering documents across the world, this one small process step is helping to make a global difference.

The Results

- **Faster service**
- **A more secure process**
- **Reduced carbon footprint**
- **Immediate cost savings**
- **Compliant with GDPR**
- **Fewer server spikes**

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