



Customer Success Story

Wren Sterling

Wren Sterling is a national independent financial planning business supporting more than 30,000 clients across the UK. In a highly regulated environment where trust, and resilience matter every day, the business depends on secure technology to keep its people productive and its client service running smoothly across multiple locations.

Since 2023, Wren Sterling has grown rapidly through acquisition, doubling in size and significantly expanding its operational footprint. That growth created a clear need for a technology partner that could do more than simply support the business day-to-day; their partner needed to help Wren Sterling scale with confidence and control.

The Challenge

Wren Sterling's ambitious acquisition strategy brought pace and opportunity, but it also introduced growing complexity across technology integration, operational alignment and cyber security.

Every acquisition introduced new users, systems and ways of working. Bringing those businesses onto Wren Sterling's core IT estate within demanding legal and commercial timescales required careful coordination, with minimal disruption to advisers, employees and, most importantly, the client experience.

The challenge went far beyond technical migration. Wren Sterling needed a scalable, repeatable way to onboard newly acquired businesses across infrastructure, security, telephony, connectivity, Microsoft 365 and end-user services, while still delivering a seamless and consistent experience for employees across the organisation.

As the business continued to expand, maintaining visibility, resilience and control across an increasingly complex technology estate became more challenging. Wren Sterling needed a partner that could combine proactive cyber defence with responsive managed IT services to support growth without compromising user experience or operational stability.

Aspire's Solution

Aspire responded with a joined-up managed IT and cyber security approach built around two services: **RealProtect Complete managed security** and **RealCare Complete managed IT support**. Together, these services gave Wren Sterling the protection and delivery capability needed not only to keep operations running smoothly, but to underpin the organisation's long-term growth strategy.

RealProtect Complete became a key part of Wren Sterling's security posture, delivering 24/7/365 UK-based SOC coverage with continuous monitoring, investigation and response. This meant the business could move at pace while strengthening its cyber resilience, with Attack Surface Monitoring also providing early insight into external risks across newly acquired organisations before onboarding and integration began.

RealCare Complete played an equally important role, providing fully managed 24/7/365 IT services across infrastructure, networking and end-user support for approximately 480 employees. With RealCare in place, Wren Sterling was able to maintain continuity through acquisition onboarding, migration and integration activity, while giving users a dependable, high-quality support experience as the organisation evolved.

Aspire also implemented and managed:

- Connectivity services across Wren Sterling office locations
- A Mitel telephony platform supporting consistent communication across the business
- Azure cloud services and Microsoft 365 licensing
- Hardware refresh and lifecycle management
- Dedicated project management and technical delivery support for acquisitions

Testimonial

"Aspire consistently deliver the right mix of dependable service, cyber security expertise and strategic guidance. From supporting complex acquisitions to strengthening our wider technology estate, Aspire have become a trusted extension of our team."

Shaun Pounder, Head of IT at Wren Sterling



Customer Success Story

Working with Aspire

By working closely with Wren Sterling, Aspire built a detailed understanding of the organisation’s operational and regulatory landscape. That close partnership helped create a structured, repeatable onboarding model that reduced disruption, accelerated transition activity and ensured new acquisitions could be brought into the business with far greater confidence.

Today, Aspire operates as a strategic technology partner to Wren Sterling, helping the business stay secure, supported and ready for further growth. With RealProtect and RealCare at the heart of the relationship, Wren Sterling benefits from a stronger foundation for both operational stability and long-term change.

By combining structured project delivery with proactive cyber security oversight and dependable managed IT support, Aspire has helped Wren Sterling scale without losing consistency across systems, services or user experience.

With a well-established understanding of Wren Sterling’s environment and onboarding model, Aspire can support future acquisitions through clearly managed transition programmes that protect continuity for advisers, employees and clients alike during periods of change.

Shaun Pounder, Head of IT at Wren Sterling, said:

“Aspire are more than a managed service provider, they are a genuine technology partner. Their ability to combine strong day-to-day support through RealCare with proactive, always-on protection through RealProtect has given us real confidence as we continue to grow. They understand the pressures of operating in a regulated financial services environment and consistently deliver the right mix of dependable service, cyber security expertise and strategic guidance. From supporting complex acquisitions to strengthening our wider technology estate, Aspire have become a trusted extension of our team.”

Our Cyber Security Accreditations



Aspire Delivered

- ✓ **24/7/365 RealProtect Complete managed security**
- ✓ **24/7/365 RealCare Complete managed IT support**
- ✓ **Mitel MiVoice telephony solution**
- ✓ **Managed connectivity services**
- ✓ **Microsoft 365 licensing and Azure cloud services**
- ✓ **Hardware provisioning and lifecycle management**
- ✓ **Dedicated project management and acquisition onboarding support**

Customer Benefits

- ✓ **Continuous 24/7/365 support across infrastructure, networking and end user**
- ✓ **Structured onboarding and integration support for acquisitions**
- ✓ **Reduced operational disruption during periods of rapid business growth**
- ✓ **Consistent user experience across newly integrated businesses**
- ✓ **Earlier visibility into potential security and operational risks during acquisition onboarding**
- ✓ **Access to specialist cyber security, infrastructure and project delivery expertise**
- ✓ **Greater operational resilience during periods of organisational change**