![101 Solutions logo]

Tech Transformation Service Excellence Driving Business Value

With the rapid advancement of enterprise technology and the ever-growing demands of business users, having a stable IT backbone allows for your IT Organization to focus on truly delivering value vs break/fix and keep the lights on activities.

Company Type

Financial Services Firm

Location

South Eastern United States

Speciality

Mergers & Acquisitions

About Company

The Financial Services Firm is located in the south eastern United States and specializes in Mergers and Acquisitions for small to mid-cap companies through its offices in the United States.

Overview

101 Solutions was engaged to assist the firm in determining the opportunities that could be leveraged to take their IT Capabilities to the next level and get them over the hurdle of key decisions regarding their core infrastructure. Through this, it was determined that a solid foundational partnership with a Managed Service Provider and a "Cloud Centric" approach would exceed the needs of the business at a lower cost than was planned.

Challenges

In working with the firm, they faced the issues that all firms face during a "transformational" journey, declining service levels, a rising expectation bar from the business, and legacy technology that was causing systemic issues.

01. Declining Service Levels

The business user community had experienced regular interval outages with limited to no answer or timely resolution.

02. Increased Expectations

The user community had ever increasing demands and needs from Technology that could not be met in the current setup.

03. Legacy Technology

The IT Department had numerous legacy technology tools and hardware solutions that could not keep up with the business needs.

Listen And Eliminate

101 Solutions partnered with the firms internal IT Department to first "Listen" to the challenges, opportunities, and concepts that had been explored. This was followed by a learning process with the user community to develop a fit-gap and level set of the issues and opportunities and things we could eliminate.

Through this process it was determined that both the user community and the IT Department was frustrated for the same reasons. The two groups didn't deeply understand the WHY in their difficulties and repeating challenges.

Accelerating

After the fit-gap was developed and it was determined that we had challenges associated to Legacy Technology, Increasing User Expectations, and Declining Service Levels as it relates to their network, email, and backup solutions at the core. These core challenges had caused downtime, lost revenue, and reputational difficulties.

Partnering with the IT Team we deployed decision models and options for the business presented in a business first bias, format and language. Minimal Tech Speak.

Performing

In presenting the three options to the business group with budget, ROI, and Pros/Cons, we were able to have a business first conversation to drive a technology outcome. The business group aligned to move to hosted and managed services for their email, network, and backup solutions.

With this decision and the subsequent implementation, the firm was able to stop worrying about whether their technology foundation would work and focus on business value initiatives such as value-added technology for their customer base and their internal employees.

Approximate Cost Savings
$300K
Over a 3-Year Period by going with the Managed Service.

Increased Service Levels to
24/7
Backed by Service Level Agreement/Contract

Approximate Hour Savings for IT Department
384
On a Yearly-Basis over Previous Solution

Reduced Trouble Tickets By
20%
With the New Solutions and Its Increased Uptime