

Mortgage Firm

Third Time's a Charm For One Financial Firm's Quest to Find a Trusted IT Partner

Client Need

A St. Louis-based mortgage firm was looking for the right outsourced IT partner. As they continued to add employees, the firm realized it would be more cost effective to outsource their IT functions rather than hire an internal administrator to support its now 21 employees. Plus, by outsourcing, they could reap the benefits of a team of experts rather than rely on the knowledge and expertise of a singular person. And so, the quest began to find a trusted IT partner.

The firm initially decided to work with a local IT company who provided consultants that would help resolve issues on an as-needed basis. However, as issues continued to arise, they contacted SSE in 2010 to learn about a managed IT service offering. After discussions, it was decided that the existing IT "pain" was not greater than the cost of switching to a fully-managed provider and so they stayed with their existing firm.

As time passed and the response time from their existing firm slowed and the frustrations grew stronger, the mortgage firm again began their search for a fully managed IT partner. Once again, SSE was engaged in 2012. This time the mortgage firm narrowed down their choices to two local firms and decided against SSE in lieu of the cheaper option on the table and an existing relationship with a friend at the other firm.

But as time passed again, unfortunately the old adage of "you get what you pay for" came true for the mortgage firm. They quickly learned the new firm they had chosen was still not the right partner. Response time to fix issues was extremely long and the lackadaisical effort put towards issues that should be treated as critical, especially in the financial world, was unacceptable to the mortgage firm. When the firm was struck

"The entire upfront process transitioning to SSE was exceptional compared to the two other firms we worked with in the past. The meticulous way they investigated, researched, tested and really learned how our network supports the daily operations of our business BEFORE they ever touched anything was tremendous. Their care in understanding our business needs truly brought peace of mind that we finally found the right IT partner."

- Joe B., Jr. - Vice President

with major viruses (twice!) due to lapsed virus protection, they knew it was time, yet again, to make a change. In early 2013, SSE was engaged one last time and finally began supporting the mortgage firm as their trusted IT partner.

The SSE Solution

SSE's first initiative was simply Discovery of their network. In order to truly support the mortgage firm in the way they needed, a full understanding of how technology affects their daily operations and which components were absolutely critical to their business was required. To accomplish this task, SSE first took a deep dive into the current environment to determine if the network infrastructure was set up for optimal performance.

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Next, SSE met with several key staff members and users to identify ongoing technology support challenges and reoccurring issues. From these two stages of assessments, SSE was able to identify issues that were not in alignment with IT best practices, areas that could be improved to create the most efficiencies in business operations, and also potential vulnerabilities that needed to be addressed in order to ensure the best possible security for the mortgage firm's private and critical customer data. Recommendations were given on how to stabilize the network infrastructure for daily operations and also what might be required for future growth.

With the approved recommendations, SSE completed its Development and Testing phase and then deployed new technology into the current operational environment. SSE then integrated its proprietary monitoring and network management tools, the Pretechsm system, into the mortgage firm's network and computer systems in order to provide ongoing proactive network support. The ongoing support includes 24/7 performance monitoring, maintenance, security, troubleshooting/resolution and annual technology reviews to plan for future business needs and ensure IT alignment with the firm's overarching goals.

Client Benefits

The mortgage firm was delighted to now have SSE as its IT provider. The benefits of finally finding the right IT partner have been astounding.....

Peace of Mind: No longer does the mortgage firm have to worry about lackadaisical support or expired security with SSE's proactive support and monitoring. Many issues are identified and resolved before they become a problem to productivity.

Increased Productivity: In working with the previous IT firms, support for resolving computer issues was taking up approximately an hour of each employee's time per week, resulting in a loss of productivity. Now with SSE, only around 2 hours of support is needed each week for the entire company.

Improved Infrastructure Design: SSE's careful research and upfront understanding of how technology impacts the daily operations of the mortgage firm allowed them to improve the existing network infrastructure, allowing for optimal performance and redundancy for the identified critical components.

Reliable Support: Since working with SSE for over a year now, the mortgage firm has experienced a higher, more reliable level of support than previous firms. But don't take our word for it... take theirs below!

A note to the President of SSE:

Elizabeth,

I wanted to let you know that your staff is pristine and operates like a precision machine. As a business owner, I appreciate that your staff keeps my staff operating like a precision machine as well. I am very happy we made the switch to SSE.

*Best Wishes,
Joe B., Sr. - Owner*



PRETECH

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