

FAMILY OFFICE

By Mark Nelson

A MANAGED SERVICES ARRANGEMENT ENABLES A NEW FAMILY OFFICE TO ESTABLISH SOLID IT OPERATIONS AND THEN DEVOTE ITS FULL ATTENTION TO RUNNING THE BUSINESS.

THE CLIENT.

The client is a small company that provides capital management services for a single entity—acting in the capacity of a family office.

KEEPING MISSION-CRITICAL SERVICES RUNNING.

Although the family office relies heavily on technology to run its daily operations, it has not reached the point of justifying an internal IT administrator. Even so, the family office must keep mission-critical services such as e-mail, digital document storage, VoIP, and Microsoft Dynamics SL up to date and running.

The organization sought an external provider that offers:

- ◆ A high level of service, including immediate response and triage during an IT service interruption.
- ◆ A breadth of technology expertise that can support all aspects of the IT environment.
- ◆ An understanding of the family office's business.
- ◆ The ability to work with business leaders to create a yearly IT budget.

A SOLID REPUTATION AND BREADTH OF CAPABILITIES.

The family office selected West Monroe Partners as its managed services provider—to provide proactive maintenance and support for the organization's technology operations.

West Monroe Partners offered a level and breadth of services that corresponded to the family office's needs. In addition, it had a solid reputation and experience in the investment management industry.

IT STRATEGY AND SUPPORT FOR NEW OPERATIONS.

At the start of the relationship, the family office was in the process of formalizing and launching its operations. West Monroe Partners worked with company leaders to:

- ◆ Define IT requirements.
- ◆ Design a new infrastructure that would support the company's operations.
- ◆ Select appropriate software packages.

Specifically, West Monroe Partners recommended and installed a Microsoft-based solution using Small Business Server for directory services, Exchange e-mail, and file/print sharing. West Monroe Partners also set up the infrastructure for the family office's Microsoft Dynamics SL platform, as well as the desktop infrastructure and a new hosted VoIP solution.

Over time, West Monroe Partners implemented a back-up solution to ensure recovery in the event of a system outage. The support team also installed uninterruptible power supplies to protect servers, network peripherals, and critical data from damage due to inconsistent or fluctuating power.

PROACTIVE MONITORING AND MAINTENANCE.

West Monroe Partners continues to monitor the family office's IT equipment proactively to ensure the highest level of up time. The support team provides equipment maintenance on a regular basis and responds promptly to any notifications of network or server interruption. As a result, the family office is able to concentrate on its core business—without concerns that IT service interruption will prevent it from serving its client.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.