

VENTURE CAPITAL FIRM

By Pete Borchers and Mark Nelson

A MANAGED SERVICES RELATIONSHIP ADDS A NEW DIMENSION OF PERSONALIZED USER SUPPORT, WHILE PREPARING THE ORGANIZATION TO ACHIEVE ITS BUSINESS GOALS.

THE CLIENT.

The client is a venture capital organization that starts companies from the ground up or purchases existing ideas and builds them into viable business opportunities.

PERSONAL SUPPORT FOR TECHNOLOGY END USERS.

This venture capital firm outsourced management of its IT infrastructure, applications, e-mail, and technology support to a small firm based in the Chicago suburbs. Unhappy with the level of support it received, the firm initiated a search for a sound, reliable IT partner based in the city of Chicago—one willing and able to visit the firm's office regularly and provide end users with the opportunity to work directly with support technicians to resolve their technology issues.

In addition, the firm sought a partner able to:

- ◆ Work with end users of all skill levels in a mixed PC/Mac environment and in a way that would make all users feel comfortable asking questions or requesting assistance.
- ◆ Provide employees with direct access to an IT technician, without having to submit tickets through a help desk ticketing system.
- ◆ Represent its interests by presenting new ideas for technologies that would further the firm's goals.

A TRACK RECORD FOR QUALITY SERVICE.

The venture capital firm selected West Monroe Partners based on the quality of service it previously provided to one of its start-up companies—including technical knowledge, end-user support, and a willingness to take on additional responsibilities, as needed, to get the job done. In addition, West Monroe Partners committed to assessing the organization's current environment and helping it resolve many pending technology issues.

ASSESS. RESOLVE. ENABLE A GROWING BUSINESS.

West Monroe Partners began by assessing the firm's IT infrastructure; resolving pending technology issues; and assuming responsibility for IT support, proactive maintenance, and IT-based projects, including the opening of new "store fronts."

Once it resolved pending technology issues, West Monroe Partners developed short- and long-term recommendations and began to implement those most vital to the firm's short-term success, including:

- ◆ Setting up new office space—configuring all ports on the floor, establishing a wireless access point, configuring the domain controller, joining laptops to the domain, and migrating local user profiles to the domain.
- ◆ Establishing a back-up schedule to preserve key data in the event of a disaster.
- ◆ Modifying the phone system to accommodate new and existing users.
- ◆ Working with QuickBooks POS and Accounting software to manage financial information and manage store-front locations.
- ◆ Implementing heightened security policies, including RADIUS VPN authentication to allow users to access the organization's network from outside the office, as well as encryption for all laptops.
- ◆ Creating a VPN tunnel between store fronts and the firm's office to enable data transfer and access.
- ◆ Recommending cost-efficient suppliers.

AN APPROACHABLE PARTNER THAT GETS THE JOB DONE.

By teaming with West Monroe Partners, the venture capital firm has improved and secured its IT infrastructure, which is now built and maintained by skilled technicians. In addition, its end users now have a reliable and service-oriented partner—one that is easy to approach and upon which they can rely to address needs and get the job done.

- 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.