



IT MADE EASY.

Case Study - Financial Services Industry

Client: Teton Asset Management

Challenge Rapidly implementing an affordable but comprehensive IT infrastructure that would enable a new debt management and collections business to get off the ground fast

Solution

- Warner Connect's IT architecture for small businesses, implemented in just 30 days.
- Hands-on and responsive support
- Centralized managed IT services in Warner Connect's data center
- Regulatory compliance and on-going support

Success Story

When Tina Mallan, John Sheldon and William Haugen started Teton Asset Management in 2007, they had no illusions about what they needed to succeed. Getting the business going required strong financial backing, intricate knowledge of the collection industry and a solid IT infrastructure. As seasoned industry experts, the first two challenges were easy... the IT challenge was an entirely different matter.

"We weren't looking forward to the hassle of managing IT and phones; but we figured at a minimum, we'd have to immediately staff an IT director position," recalls Mallan, "But when we tried to find such a person, it really opened our eyes." Mallan and her partners found that finding one person with the multiple skill sets they needed would probably be impossible and certainly unaffordable. The additional cost of a secure facility to house equipment put the prospect of doing IT in-house even further out of reach.

They needed a flexible partner that works with small companies requiring an easy, reliable and hassle-free single source for buying and managing computers, networks and phone systems. Warner Connect's approach includes predictable pricing, custom designed IT infrastructure, voice & data connectivity and all the pre-installed software and 24/7 managed services they needed. "Managed services wasn't the direction we originally intended to take," Mallan says. "But after we evaluated our options, it became obvious the solution to our problem was Warner Connect. We signed up over eight months ago, and we're still talking today about easy it was and how smart we were for making the choice."

Mallan's former company had an IT staff of 10. Support was available immediately any time employees needed it. And the internal IT staff knew the business intimately, so they could fix problems or solve new business challenges easily. Mallan wanted both of these qualities in a technology partner... but at a lower cost.

"Warner Connect has turned out to be the complete package," Mallan says. "There's almost no difference between them and having our own IT department, except the price. Think of a much bigger organization and all the things their IT department does for them – that's what Warner Connect does for us."

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