

PRIVATE EQUITY FIRM

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A MANAGED SERVICES ARRANGEMENT PROVIDES QUALITY, TIMELY, SHORT-TERM SUPPORT—ALONG WITH STRATEGIC ASSISTANCE FOR THE LONGER TERM.

THE CLIENT

The client is a private equity firm focused on buyout investments in the North American lower-middle market. The firm considers investments in a range of companies, but it focuses primarily on the healthcare, technology, manufacturing, business services, consumer products, and oil and gas industries.

AN EXPERIENCED MANAGED SERVICES PARTNER.

So that its own staff could focus on core business issues, the client sought a managed services provider to handle its day-to-day IT responsibilities, including:

- ◆ Server and network maintenance
- ◆ Implementation of new technologies
- ◆ Assistance with end-user IT issues

In particular, the private equity firm required a partner experienced in its industry, as well as one that offers strong customer service and a proactive approach—including the ability to identify and eliminate problems before they arise. In addition, because the company expected to upgrade some of its key technologies it wanted a partner that could support both short- and long-term needs.

EXTENSIVE INVESTMENT INDUSTRY EXPERIENCE.

The firm selected West Monroe Partners as its IT managed services provider. Not only did West Monroe Partners have extensive experience working with investment companies, it also offered the ability to:

- ◆ Address all pending issues across the private equity organization's infrastructure.
- ◆ Provide quality services in the short-term while helping the company address its longer-term IT requirements.
- ◆ Address issues remotely or through office visits.
- ◆ Implement solutions to issues so that problems or issues would not be repeated.

PROACTIVE SUPPORT, WITH AN EYE ON FUTURE NEEDS.

West Monroe Partners began the relationship by assessing the firm's entire IT infrastructure to ensure its support team was familiar with the company's environment, applications, current and past issues, and short- and long-term IT needs and plans.

After completing the assessment, West Monroe Partners assumed responsibility for all IT support, including on-call support and break-fix activities; proactive maintenance; and strategic IT projects.

In addition, as West Monroe Partners continued to support the private equity firm over a period of years, it has:

- ◆ Implemented a new off-site back-up solution that enables business continuity in the event of a disaster.
- ◆ Established video conferencing capabilities with the company's main office. This included working with AT&T to install multiple video conferencing lines, installing Polycom hardware and software, and testing the system with local technicians.
- ◆ Assisted with implementation of a new phone system and layer-two switch.
- ◆ Implemented heightened security policies, including RADIUS VPN authentication to allow users to access the firm's network from outside the office.
- ◆ Recommended hardware and software upgrades, and then implemented those that met the company's needs.

BETTER UPTIME, PRODUCTIVITY, AND COMMUNICATION.

By working with West Monroe Partners, the private equity firm has improved its infrastructure significantly and, as a result, its system uptime. In addition, it has deployed new technologies that have improved business productivity, as well as communication among offices and with the home office. The company's end-users continue to count on quality and timely support for their IT needs.

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.