

# NOT ALL CLOUDS ARE CREATED EQUAL

## HOW ONE RIA GREW WITH THE RIGHT CLOUD SOLUTION

Technology shouldn't limit the success or growth of a business. That's what the owners of this Chicago-based RIA thought when they started to feel held back by their IT infrastructure. They were in growth mode and needed a better cloud-based solution that could help them achieve their goals.

### KEY CHALLENGES

- Required more reliable backup and security
- Performance issues were frequent and persistent
- Employees frustrated by a slow, difficult system
- Frequent problems with system stability and downtime

### KEY OUTCOMES

- Full compliance with best-in-class security, backup, and recovery
- A reliable, cloud-based network that can grow with the firm
- Employees have reliable access to email, files, and applications from the office or when working remotely
- Issues are resolved immediately

### SOFTWARE USED

- Mastermine
- Double Look Enterprise
- Goldmine
- ACT
- Junxure
- ProSeries 2017
- Office 365

# REDEFINING THE CLOUD

The technology service provider this RIA had used for several years had encouraged them to move to the cloud. They understood the benefits and committed to a cloud-based solution. However, the infrastructure that was designed for them lacked many of the features of a comprehensive cloud solution. They were

essentially moved from a single on-site server, to a single off-site server. This set-up cannot offer all the benefits of cloud computing, especially when it comes to security, backup and recovery, and performance. RIA WorkSpace helped this RIA understand the differences between their current setup and a complete cloud-based environment.

## IN SEARCH OF BETTER PERFORMANCE

The RIA was quickly growing from 12 employees to 20 and wanted reliability, accessibility, and scalability for their IT infrastructure. But their existing system had significant performance issues.

- Security, backup, and recovery needed better technology
- Unstable infrastructure resulted in slow access to files and applications
- Frustrated employees described the system as “clunky” and not user-friendly
- Performance problems were frequent and often went on un-fixed



# REALIZING THE BENEFITS OF A REAL CLOUD NETWORK

**RIA WORKSPACE MOVED THIS RIA TO A CLOUD PLATFORM THAT IS SPECIFICALLY DESIGNED FOR RIAs AND THEIR UNIQUE NEEDS.**

## **BETTER SECURITY AND COMPLIANCE WITH RELIABLE BACKUP AND RECOVERY**

When this RIA moved to the RIA WorkSpace platform, their data was backed up to multiple state-of-the-art data centers distributed throughout the United States. This provides reassurance that their data is secure, accessible, and recoverable in the event of a disaster. Their new cloud package also includes regular proof-of-concept of the data recovery process, so they are confident they'd be up and running quickly should something happen. The RIA is now confident that they are meeting compliance standards. All email and file data is backed up with 7-year file retention

and the ability to roll-back data for 30 days should something be accidentally deleted. Employee logins require multi-factor authentication and a consistent mobile device management strategy helps limit employee-related errors that lead to breaches. Senior management is able to restrict access to certain applications and data for each employee, including restricting access to highly sensitive data when employees are working remotely. RIA WorkSpace also keeps all antivirus and antimalware software up to date.

## **PEACE OF MIND SECURITY**

- 7-year file retention
- 30-day rolling backup
- Mobile device management
- Multi-factor authentication
- Compliance and usage reports



**RELIABLE NETWORK  
PERFORMANCE IMPROVES  
EMPLOYEE PRODUCTIVITY**

Performance and reliability were improved drastically when all of the RIA's files, storage, and applications were hosted in the new cloud environment. Employees now use a single login to access their dashboard from any approved device. This gives them access to everything from files and email, to their Office suite and industry applications like Mastermine, Double Look Enterprise, Goldmine, ACT, Junxure, and ProSeries 2017. Employees get the same access and performance whether logged in at the office or when working remotely. This has created a great environment for employee flexibility and productivity.

**TROUBLE-FREE  
PERFORMANCE SUPPORTS  
GROWTH**

The RIA WorkSpace team maintains all cloud-based infrastructure for this RIA, so the process of patching and updating software is trouble free. Any issues that occur are handled quickly by a support team and the RIA can focus on growth with a hand-off approach to their IT. The improvements in performance have also resulted in this RIA working with RIA WorkSpace for guidance and advice on other IT projects to help them grow and scale.

# A SMOOTH TRANSITION EARNS PRAISE

In addition to the improvements in performance, reliability, and security, this RIA appreciated how little disruption there was as they transitioned to the RIA WorkSpace cloud platform.

**“THE ENTIRE TEAM WAS SURPRISED WHEN WE DID THE CUTOVER JUST ONCE WITHOUT ANY HICCUPS OR GLITCHES. THE PREVIOUS PROVIDER TOOK 3 ATTEMPTS “**

## STEP 1

RIA WorkSpace demonstrates the platform and its functions

## STEP 2

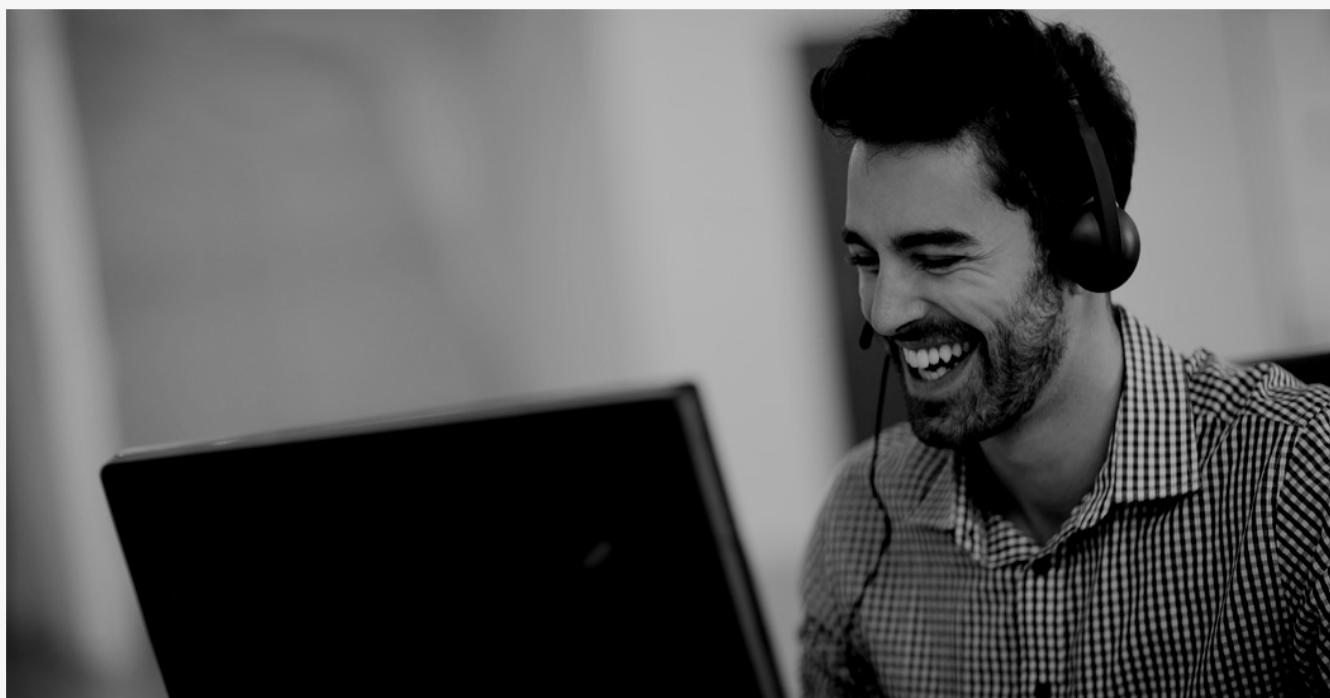
Employees were given a “sneak peek” into their new system. This proof-of-concept step let users experience the system with a sample of their real data. The RIA can see how the new network will perform with respect to speed and stability.

## STEP 3

A go-live date was set that worked for the RIA employees. Prior to that date, the RIA WorkSpace team tested all software, copied all files, and completed one final sync of data before the go-live date. The cutover was seamless and downtime was minimized.

## STEP 4

Because of the thorough preparation and testing ahead of time, there was little to do after the go-live date. Employees were able to experience the full benefits of their new system almost immediately.



## ABOUT RIA WORKSPACE

### **SERVING ALL THE IT NEEDS OF YOUR RIA - AT ONE PREDICTABLE PRICE**

RIA WorkSpace is dedicated to providing RIAs with exceptional IT support and service. our Custom Cloud and Managed IT Platforms are perfect for RIAs that want a one-stop shop for everything IT. Our service plan makes it easy to manage your IT budget with a fixed monthly fee, improve the reliability of your IT systems, and feel secure knowing the platform is customized for your industry.

#### **A DEDICATED, ASSIGNED TEAM WITH FANATICAL SUPPORT**

The RIA WorkSpace team is friendly, helpful, and understand your industry.

#### **TROUBLE-FREE BACKUP AND DISASTER RECOVERY**

Feel confident knowing your emails, files, and apps are backed up and recoverable in the event of a disaster.

#### **SIMPLIFIED AND RELIABLE DAY TO DAY OPERATING**

With files, storage, hosted Office 365 email, and the Microsoft Office Suite, your team works with tools they know from wherever they work.

#### **COMPREHENSIVE SECURITY AND COMPLIANCE**

Our plans are built on the unique security and compliance needs for your industry.