



IT MANAGED SERVICES SUCCESS STORIES

How four financial services organizations benefitted

THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING



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➤ Meeting today's IT challenges

The financial services industry is experiencing a seismic shift these days as organizations face growing customer expectations, new and agile competitors and a less predictable business environment.

This has led to increased pressures on the IT leaders of midsize institutions who face difficulty affording, attracting and retaining IT talent. At the same time, they've had trouble maintaining key vendor management processes and keeping up with regulatory demands and the complexity of maintaining data security. They face uncertain disaster recovery and business continuity processes as well as unpredictable IT spending levels.

Their teams have had to rely on legacy on-premise infrastructure and applications that can impede growth and digital agility. And their time and resources are often consumed by maintenance activities, leaving little time for strategic innovation driven by the demand for digital assets that leverage critical data. They're also dependent on system knowledge that can be lost with employee turnover.

For challenges like these, RSM offers a full suite of IT managed services that provide financial institutions with the technological building blocks they need to compete with agility. RSM provides a highly scalable platform that combines our unmatched industry and technology experience with a sophisticated solution to accelerate digital transformation and set the course for future growth.

Discover how these four financial services organizations benefitted from RSM's IT managed services.



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Washington State Bank

Scaling technology for geographic growth

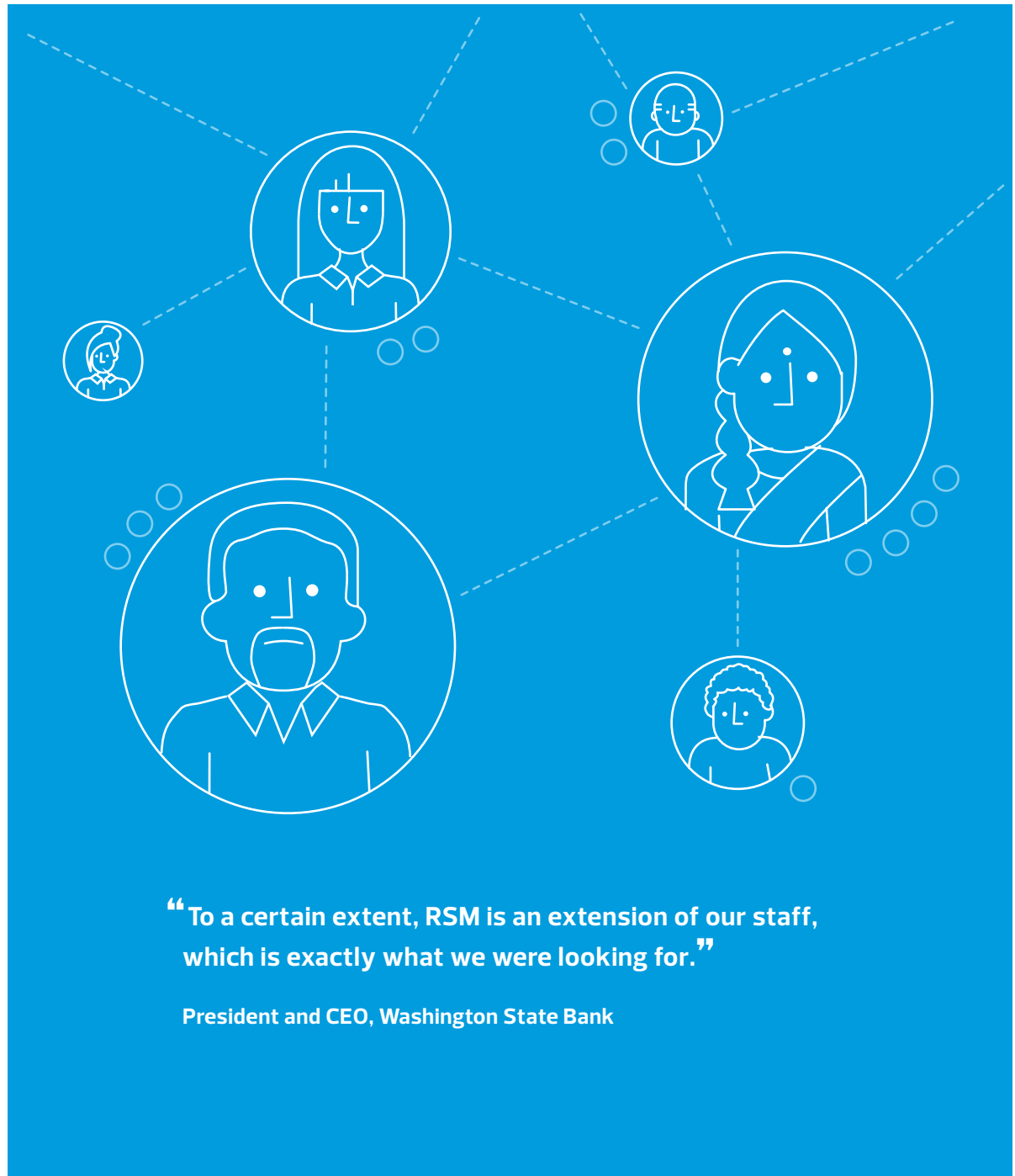
Once a one-branch institution, this community bank in Washington, Iowa, decided to expand via acquisition and by adding branches. With just one internal IT employee, the bank recognized the need to expand its IT capabilities. After weighing the option of adding staff, Washington State chose to implement RSM's FIT as a Service instead.

CHALLENGES

- › Minimal IT staff unable to keep up with rapid expansion
- › Little time or resources for strategic IT initiatives
- › Difficulty attracting and retaining qualified IT personnel
- › Costly on-premises infrastructure
- › Time-consuming vendor management required by regulators
- › Uncertain disaster recovery capabilities
- › Concern over phishing and other cyberattacks

SOLUTION AND RESULTS

- > Transitioned data and servers to the cloud without any service interruptions
- > Implemented an enhanced vendor-management process
- > Established more extensive disaster recovery and business continuity processes
- > Created a consistent, predictable monthly expense for IT support
- > Enabled internal IT resources to focus on more strategic bank processes
- > Improved cybersecurity procedures to level up to modern practice



“To a certain extent, RSM is an extension of our staff, which is exactly what we were looking for.”

President and CEO, Washington State Bank

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First Federal Credit Union

Ensuring security during growth

With a focus on convenience and customer satisfaction, Cedar Rapids, Iowa-based First Federal Credit Union embraced emerging, innovative technologies to better serve its members as it opened more locations. Although the credit union was already working with an IT managed services provider, it sought a partner more capable of successfully helping it grow.

[READ THE FULL CASE STUDY](#)

CHALLENGES:

- › Existing IT managed services provider offered insufficient support
- › Multiple providers made vendor management complex
- › Credit union was dependent on legacy servers located in individual branches
- › It suffered from a lack of visibility into its data security posture

FINDING SOLUTIONS WITH ONE PROVIDER

After First Federal investigated a number of other technology platforms and IT managed services, it ultimately chose RSM's financial institution platform, FIT as a Service. RSM now manages and maintains the credit union's complete technology stack, which has allowed the institution to implement solutions that increase customer satisfaction.

Strategy and Solution

- › Comprehensive platform to allow for the reduction of vendors
- › Technology based in the RSM cloud to offer more accessibility and security than the previous architecture
- › New framework to provide continuous monitoring, assessment and review of systems security
- › Technology management to ensure that work "just gets done"

Results

- › Reduced IT complexity and gained greater clarity into technology investments
- › Increased access, visibility and efficiency by transitioning to the cloud
- › Rapidly integrated new and temporary locations into a consistent technology framework
- › Improved customer satisfaction with self-service technology and interactive teller machines installed ahead of competitors



“As a smaller organization, it’s tough for us to stay on top of everything in terms of awareness and compliance, and RSM was clearly head and shoulders above anybody else we were considering.”

TOM CHALSTROM
President and CEO,
First Federal Credit Union



Bridgeway Capital

Accelerating technology delivery

Poised for growth in an increasingly complex and competitive market, Houston-based Bridgeway Capital sought to identify a new IT managed services provider that would understand its regulatory environment and have the depth and breadth of capabilities necessary to manage current and future technology needs.

CHALLENGES

- › Increasingly complex information security needs
- › Need to develop leading technology capabilities to provide value-added services to clients
- › An ambitious mission to support not only clients but the community at large
- › Creating a scalable and enduring business with technological innovation at its core

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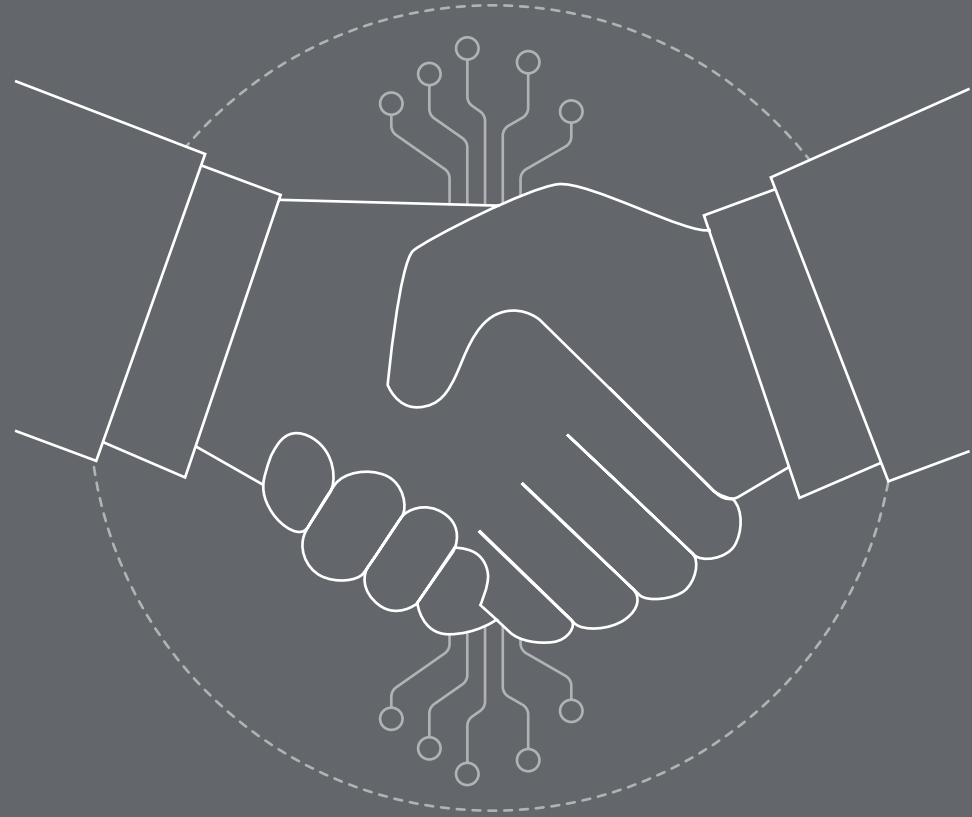
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SOLUTION AND RESULTS

- Implemented a more effective cloud infrastructure management solution
- Provided dashboards and reporting to provide on-demand access to project information and progress
- Established flexible, scalable technology resources to accommodate anticipated growth
- Enhanced information security framework and control environment



“When I think of RSM, I think of having a true partner. They’re an extension of me, and we partner together to solve Bridgeway’s technological needs. It is really unique and unlike most vendor–client relationships.”

Head of Technology, Bridgeway Capital

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Community Bank of Raymore

Moving to the cloud while reducing costs

For more than a decade, RSM has been the IT managed services vendor for the Community Bank of Raymore in Cass County, Missouri, providing a dedicated RSM support person on-site four days a week. RSM has standardized solutions at the bank and at a sister institution to increase efficiencies, security and overall IT execution. When the banks' corporate parent decided to migrate its IT infrastructure to the cloud, it chose RSM's FIT as a Service platform to do so.

[READ THE FULL CASE STUDY](#)

CHALLENGES

- › Need for costly investment to expand on-premises infrastructure
- › Concerns over security and compliance around client data
- › Need to reduce on-site service visits

SOLUTION AND RESULTS

- › Seamless migration to the cloud without any service interruptions
- › Avoidance of large capital hardware expenditures and upgrade costs
- › Simplified pricing model with a set monthly fee
- › Provided a team of experienced IT talent, eliminating the need to recruit and train internal resources
- › Established a secure outsourced environment to host sensitive client data



“Since our banks are small, it’s hard to attract and retain all the skillsets you need...Contracting with RSM means we have more than one person allocated to help us who are trained in different areas of technology.”

JACK HOPKINS

President, Community Bank of Raymore

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Outsource your needs

RSM is a next-generation managed services provider that's ready to guide your financial institution through its digital transformation. Our sophisticated financial institution technology solution can help you optimize your technology usage and safeguard your organization by offering secure cloud solutions.

We provide rapid onboarding and a deep talent bench that has unmatched industry and technology experience. We'll introduce you to best practices and provide 24/7 access to IT services. And, if you need them, we offer strategic advisory, regulatory and technology services.

For more information, visit RSM's managed IT services for financial institutions hub.

VISIT HUB



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