

# TotalCare Solutions: Piedmont Investment Advisors

■ Professional money management firm outsources IT functions to Alphanumeric, allows employees to concentrate on investment business with maximum uptime of computer systems.



## TotalCare for Today's IT Landscape

In the fully-connected, always-on world we live in today, business across all markets (from small business through enterprise) need flexible, cost-effective, and secure IT management.

In this scenario, however, small and medium size businesses (SMB) are among the most underserved as their needs often demand a growing level of sophistication and complexity while their resources and budgets may remain constrained.

As a result, SMBs are increasingly turning to trusted providers of proactive IT services to address their needs. In response to these and other concerns our clients face, Alphanumeric has developed its TotalCare portfolio of managed services to be a simple, secure, and affordable approach – keeping the information technology of SMBs working at its best.

## Overview

Piedmont Investment Advisors, LLC (PIA) is a Durham, North Carolina-based professional money management firm specializing in managing employee pension and endowment funds, as well as corporate, public, and Taft Hartley funds. Alphanumeric Systems now provides its TotalCare managed services to 15 PIA employees located in the Durham office and 3 remote employees.

## Challenge

Because its core focus is money management and not technology, PIA was faced with a variety of challenges as it attempted to provide efficient, secure computer services for employees and partners. To address recent client and regulatory requirements, PIA approached Alphanumeric about upgrading its computer systems and providing complete IT support services. Business issues contributing to PIA's consideration of the TotalCare solution included:

*Cost:* PIA had historically provided help desk, application, server systems, and PC/printer support services with a single part-time employee. Because of increasing requirements to improve systems and services, PIA became faced with the prospect of hiring full-time IT staff.

*Desire to Increase Revenue:* To increase revenue, PIA recognized that it had to provide its employees with maximum uptime on reliable computer systems. This goal became difficult to achieve based on the age of the systems and shortage of dedicated IT staff.

*Risk:* With dynamic changes to security and other requirements in their industry, it became increasingly difficult for PIA to offer computer systems that consistently met the needs of new clients who exhibited a higher demand for secure computing environments. ►

## Solution Specifics: TotalCare

Using state-of-the-art hardware and software systems by HP, Cisco, Veritas, and Microsoft, Alphanumeric provided PIA with consulting, design, and installation of new IT systems as well as a combination of its TotalCare managed services specifically selected for PIA's unique requirements. TotalCare components selected by PIA included a single-point-of-contact call center, help desk (including PIA-specific application support), remote diagnostics and support, proactive monitoring, and on-site support.

## Bottom Line Business Results

As a result of implementing Alphanumeric's TotalCare services, PIA has experienced significant business value, including:

*Reduced Costs:* Instead of a large investment in an IT department, PIA is able to outsource its entire IT function for a fraction of the cost.

*Increased Revenue & Improved Service Levels:* By utilizing Alphanumeric's TotalCare services, PIA is able to access secure, reliable computer systems, satisfying requirements of employees and clients.

*Risk Mitigation:* Alphanumeric's TotalCare services provide for faster problem resolution in and higher availability for PIA's IT assets. PIA is also able to mitigate risk by providing the security and functionality that employees and clients expect from executive management.

*Positive ROI:* TotalCare lowers PIA's total cost of ownership by implementing best practices and process enhancements, ensuring increased employee productivity. Alphanumeric's TotalCare services also deliver additional cost reductions over time that can be made while meeting or exceeding PIA's quality and performance expectations.

## PIA's TotalCare Solution

TotalCare managed services provided to PIA include:

- Single-point-of-contact call center
- Help desk, including PIA-specific application support
- Remote diagnostics & support
- Monitoring
- On-site support

Alphanumeric provides TotalCare services for 15 employees located in the Durham office and 3 remote employees.

## What Our Clients Are Saying

But don't take our word for its value -- ask our customers!

*"Our company needs to focus on what we do best, which is to consistently generate attractive investment returns for our clients. Alphanumeric's TotalCare services ensure that we have stable and efficient technology to do just that."*

--Sumali Sanyal, Senior Vice President, Director of Quantitative Research, Piedmont Investment Advisors, LLC

## TotalCare Methodology

Alphanumeric's TotalCare solutions deliver products and services through an integrated model to help companies build, manage, and enhance their distributed network environments.

This integrated approach is designed to support the infrastructure's underlying mission-critical operations throughout the entire lifecycle. The result is a synergistically managed distributed computing environment.

Alphanumeric's exclusive methodologies integrate our highly trained expert personnel, automated systems, consulting/planning expertise, and best practices to satisfy the client's objectives. Details at [www.alphanumeric.com/totalcare](http://www.alphanumeric.com/totalcare).

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