

# How Tech Heads helped enable a financial services firm's digital transformation

CASE  
STUDY

## Overview

For a financial services and wealth management firm, security and compliance aren't negotiable and the technology needs of clients and staff are constantly evolving. While just keeping up with such a complex IT environment may have been daunting for some organizations, this long-time Tech Heads client has spearheaded a

successful multi-year modernization initiative spanning infrastructure, compliance, and security in recent years. Tech Heads is proud to have been trusted as a key technology partner throughout their IT evolution, providing advice and expertise implementing their strategy and an extra hand for execution.



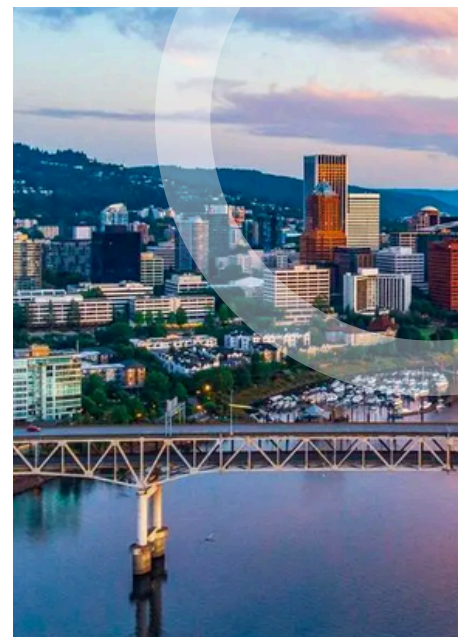
“Tech Heads played a key role in our digital transformation, helping to modernize our infrastructure and exit our data center.”

– Senior Technology Manager

## IT and operational landscape

The company supports its accounting, advisory, and wealth management lines of business with an internal IT team focused on service desk operations, cloud management, and security as well as additional infrastructure applications hosted by a third-party provider in Azure. If meeting the IT needs of customers and nearly 600 employees while staying compliant with evolving regulations wasn't challenging enough, change freezes during tax season mean that all IT initiatives must be carefully planned far in advance, making it vital to get architectural decisions right the first time.

While their internal team focuses on maintaining a stable, secure environment day-to-day and driving the organization's technology strategy, Tech Heads helps translate that strategy into action by evaluating available paths and tradeoffs and guiding implementation toward the most effective, efficient, and economical solution.



## Accelerating IT evolution

Like many financial services firms, they relied on a mix of modern platforms and legacy applications that couldn't simply be standardized or lifted to the cloud. But with the help of Tech Heads, they were able to accelerate their progress accomplishing key objectives:

- Retire legacy infrastructure
- Migrate to cloud-centric designs
- Implement modern tools

Their journey wasn't just about moving to the cloud. With legacy applications requiring careful planning and hybrid solutions, Tech Heads evaluated options, avoided

unnecessary costs, and ensured seamless integration with the existing systems and security stack. As Tech Heads Infrastructure Architect, Matthew Van Wie put it, "It's never a one-size-fits-all solution. We really look at their organization as a whole and find solutions that fit their immediate needs and long term goals."

In addition to exiting the data center, Tech Heads helped remove workstations from Active Directory where unnecessary and implemented cloud-native end-point management with Intune, reducing manual steps and improving visibility and control going forward.



"I've worked with Tech Heads for 7+ years and looked to them as trusted advisors on many of our tech needs. "

– Senior Technology Manager

## Impact

With the modernization efforts led by the company in recent years, they are truly an example of "what good looks like" for financial services IT operations. Leveraging Tech Heads as a trusted advisor and an extra hand for execution helped them reach their goals more quickly while staying focused on security, compliance, and other priorities.

*"I appreciate the professionalism and level of expertise that your consultants provide."*

– Senior Technology Manager

### About Tech Heads

With decades of experience helping financial services firms achieve world class IT and cybersecurity, Tech Heads knows where the obstacles can appear and how to avoid them. Contact our solutions team to discuss how we can help pave the way for your goals.