

## AIC Ventures: Security, stability and cost-effective systems with clients worldwide

*"We would recommend using Twist Solutions because they **respond quickly and fix problems promptly**. They are also very **cost competitive**."*

*- Peter Carlsen, President, AIC Ventures*

**The Company:** AIC Ventures provides capital to middle-market companies by acquiring their owned real estate via a sale-leaseback transaction. This delivers shareholder value and financial flexibility, enabling companies to invest in their higher-returning core business rather than real estate. **Security is top priority** as is the need to be able to access the company's vast network from anywhere in the world. With offices in Dallas, Austin and Chicago, **managing a distributed computing network efficiently** and securely requires skill and expertise.

**The Problem:** Twist discovered the following urgent issues to address. Interestingly, as is often the case, company leadership had become so accustomed to these problems that they had begun to accept them as normal for a high growth company.

- **Stability of servers.** The servers were not as stable as they needed to be, leading to risks, productivity issues, and communication difficulties.
- **Challenging communication.** Multiple dispersed servers in various locations meant that there was no easy way for locations to communicate, making it hard to share client files. In addition, the company relied on a homemade firewall device that made communication difficult.
- **Decreased productivity.** The firewall often caused the network to go down.
- **Security risks.** No security processes or systems existed regarding shared files across remote locations.
- **Email issues.** Email was not functioning correctly due to different email addresses for different locations.
- **Limited support.** The firm's current provider was not able to support all of the cities where the firm had a presence.

**The Twist Solution:** Twist discovered and addressed the above urgent issues, across all three locations, on a wide area secured network. As a result:

- **Costs decreased.** One email solution was implemented, which lowered costs to support easy communication between clients and remote offices.
- **Risk decreased.** A centralized data backup solution minimized risk (vs. backups at three locations) while also reducing the cost and time required to develop backups. In addition, a best-practice firewall was installed.
- **Reliable support.** Twist provides consistent, reliable, timely IT services for all three locations (Dallas, Chicago, and Austin). This provides a single IT resource that understands their complete business, and creates a much smoother running environment.