

Aspen Advisors, LP: Replacing an inadequate IT provider with outstanding support and service

"Twist has stabilized our wireless devices and remote access systems. As our computer system manager, Twist provides a cost effective alternative to an in-house IT department."

- Victor J. Schmerbeck, partner Aspen Advisors, LP

The Company: Aspen Advisors is an investment banking and strategic consulting firm focused on the needs of growth oriented companies and investors. In addition to providing capital from their private equity funds and limited partners, Aspen provides a variety of investment banking services such as Buyer/Seller advisory, recapitalization, restructurings, and strategic consulting.

The Problem: Aspen was not satisfied with their IT support. The partners of Aspen travel throughout the US and needed a stable IT operating environment. They struggled with:

- **Stability of email.** Inconsistent performance of their wireless devices, email systems, and remote access software impacted the firm's partners' ability to work outside of the office.
- **Questionable knowledge.** The IT service provider was indicating that a significant capital investment in server equipment was needed to stabilize the environment.
- **Unnecessary risk.** The backup system was not correctly configured, creating backup errors.

The Twist Solution: Twist provides professional IT support to Aspen Advisors at the level required and expected by a financial services firm. Aspen now enjoys the following benefits:

- **Productivity improvement.** Twist standardized Aspen's wireless devices, exchange server, and remote access, enabling the partners to work more effectively from outside of the office.
- **Cost savings.** The server environment was re-engineered to appropriately use the server for file storage and applications. Remote access was migrated from the server to networking equipment. **The re-engineering allowed capital that would have been dedicated to IT to be dedicated to other departments.**
- **Risks eliminated.** The backup system was properly configured for reliability.