

Financial Organization Receives Best-In-Class Technology Services From Managed IT Services Provider



The Facts

Industry

- Finance

Challenges

- Limited in-house technology expertise to formulate, advise, & implement a comprehensive technology strategy.
- Navigating financial industry regulations for compliance requirements.
- Previous outsourced IT companies were not proactive or strategic in their technology planning.

Solution

- NetGain's Technology OneSource™ Managed IT Services

Benefits

- Managed IT support that is effective and efficient, allowing for a high level of productivity.
- Strategic information technology guidance and planning to support business goal.
- Provide a broad range of technology expertise available to serve the business.

About Cammon Company

Based in St. Louis, MO, Cammon Company, formerly known as Bryant Group, is a wealth management business that specializes in estate planning, as well as corporate liability and benefits.

Cammon Company strives to serve clients exactly to their needs. For families in need of estate planning strategies, they are committed to helping you and your family. For organizations looking for executive benefits or employee benefit planning, they can help design and deliver those plans.

President and CEO Roger Cammon and his brother, Dale Cammon, who serves as Chairman, acquired the business in 2018. Roger and Dale are excited to continue to service their community and continue the legacy of the organization.

The Challenge

Cammon Company relies on technology to provide their services. Not only do their clients expect reliable, efficient services, but Cammon Company employees expect the same of their technology.

Prior to using NetGain, Cammon Company used one other managed services provider but found that they lacked the foresight and proper planning that they had expected.

"We purchased all new computers; however, there was no documentation or uniformity with how the computers were set up; so when problems arose it was challenging to solve because if it popped up on one computer, it didn't mean we necessarily could solve it on another. It caused a lot of productivity issues," recalled Roger Cammon.

When they encountered daily, ongoing IT issues that severely affected business operations, they knew it was time for a change. Cammon Company had expected efficient standard operating procedures, along with strategic IT planning to help their business gain a competitive advantage, and they were getting neither.

"The NetGain team works to understand where we want and need to go, asks questions, and helps us get there. That's what we expect in a partner."

Roger Cammon,
President & CEO,
Cammon Company

The Solution

When looking for an IT services provider, Cammon Company needed a partner with a high level of expertise, as well as a comprehension of business operations in order to help them achieve their goals.

Today, Cammon Company relies on NetGain's Technology OneSource managed IT services solution.

NetGain's managed services provide them with the technical resources required to help plan and support their technology to drive their business.

"Prior to outsourcing our IT, we had one IT person who was a jack of all trades. Now with a team of experts across multiple technologies we can tap into resources when we need them," said Cammon. "And the NetGain team works to understand where we want and need to go, asks questions, and helps us get there. That's what we expect in a partner."

Cammon Company also deals with strict regulations when it comes to the use of technology. Cammon expressed, *"NetGain is particularly helpful in selecting technologies that work for our business and helps keep us compliant."*

Cammon said that ultimately they chose NetGain because they felt NetGain had the understanding and business acumen to provide a fruitful partnership, and because of NetGain's size. *"We didn't want to get lost in working with a national company where we would be the smallest fish in their pond."* said Cammon.

Looking Forward

NetGain and Cammon Company have a strong partnership in which NetGain provides attentive support and management of Cammon Company's technology.

Recently, the business moved offices, and had to rely on NetGain for technical support during the move. *"NetGain took the lead without our instructions in understanding all of those components and became the internal captain of coordinating them all. It helped make sure we had a smooth transition,"* said Cammon.

A dedicated business-minded technical resource works with Cammon Company's executive team to develop, maintain, and execute their comprehensive technology strategy in order to best serve the firm's needs, now and in the future.

"We have a lot of regulations and restrictions on how we use technology. NetGain is particularly helpful in selecting technologies that work for our business."

Roger Cammon
President & CEO
Cammon Company

Contact NetGain Technologies Today to Learn How Managed IT Services can Transform Your Business!

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.

NetGainIT.com | 844.777.6278 | SMART@NetGainIT.com