



FROM FRUSTRATION TO FABULOUS

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A NEW YORK-BASED
\$4 BILLION HEDGE FUND
TURNS TO AGIO FOR
SUPPORT TAKEOVER



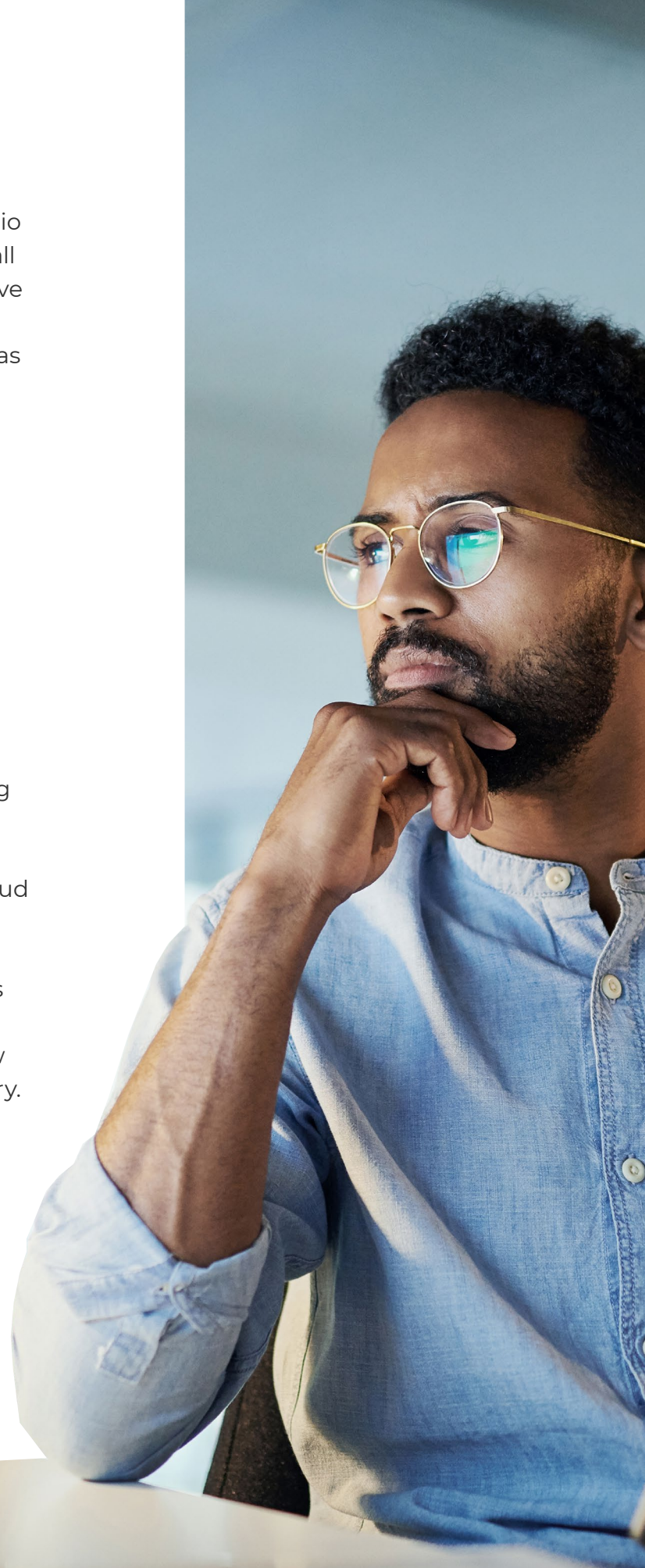
PICTURE THIS...

You're the CTO of a \$4 billion hedge fund, supporting an investment team of 30 portfolio managers (PMs), analysts, and traders, who all demand high-performance technology. You've been with the same well-known managed service provider (MSP) for 15 years. The run has been pretty good until recently when a large portion of their leadership and support team left for other companies.

Now, service quality is in decline and they're MIA; they aren't returning your calls, and key players aren't available for meetings. Meanwhile, your users are up in arms several times a day over system outages, unstable networks, and non-responsive support agents. On top of that, projects are being neglected: you need help migrating your order management system (OMS), upgrading your firewall, migrating users to OneDrive/SharePoint, and most importantly, a remote desktop solution (but your MSP lacks the cloud expertise to assist).

You can't get answers for how the MSP plans to rectify the situation, and you find yourself doing the work you hired *them* for. You know it's time for a change, regardless of the history.

So, you turn to Agio.



THE CHALLENGE

The goal is to modernize your IT environment, create better support for a distributed workforce through remote desktop and virtual desktop solutions, and migrate your legacy OMS to the Azure cloud without breaking your investment team's workflow, something your old provider was unable to support.

You want someone with in-depth knowledge of cloud environments who can recommend the latest and greatest tools and won't have a problem getting you current with industry standards. You've done the research and talked to peers, and it's clear that Agio has a reputation for customizing solutions that transform IT landscapes. You give them a call.

After a forensic review to assess the overall health of your IT environment, Agio delivers the bad news: you've got extensive regulatory and cybersecurity issues, including outdated data servers, misconfigured systems, and incorrect user and account permissions. Your old provider invested no time in IT governance, leaving you swimming in technical debt and risk. Agio assures you they have your back.

Their IT Advisory team creates a remediation roadmap and gives you access to AgioNow, their proprietary customer portal, so you have complete transparency of what's happening, why it's happening, and when it's happening. In addition to creating and tracking tickets, the portal offers pro tips, featured articles, and advisories and announcements—everything you need in one place. As you begin the onboarding process, you can see via AgioNow that they're already working to bring your environment up to their best practices standards.



**MODERNIZE IT
ENVIRONMENT**



**BETTER
SUPPORT**



**CLOUD
MIGRATION**

AGIO ASSURES YOU THEY HAVE YOUR BACK.

Next, you get to know your Agio team. Customer Success is here to maintain a strong client relationship and oversee the overall quality of the process. Your Project Manager takes charge of project planning, resource scheduling, and keeping you informed about project updates.

When it comes to the service switchover, which you know is the make-or-break moment, the Agio Onsite Support team makes sure everything goes off without a hitch, your end-users experience no disruption, and your team is happy. The Agio support model also names an Infrastructure Team lead, who'll be your point person for all questions and concerns about servers, networks, cloud onboarding, and documentation. And finally, for any matters related to end-user onboarding and documentation, you can rely on the End-User Lead to take care of your team.

You were worried about friction but got seamless execution.



THE OUTCOME

Now you can finally breathe easy. Agio knew a break in end-user service wasn't an option--your team has endured enough problems. Agio fully managed the [migration of your legacy OMS to Azure](#) without disruption, users have been moved over to OneDrive/SharePoint, the firewall is upgraded, servers are equipped with antivirus software, patching cycles are set, multifactor authentication (MFA) is in play for all users, passwords are set to expire and require resets, and systems are backed up. Your disaster recovery system and licenses are renewed, and plans are in place to keep it that way. The IT governance you lacked? You have it now.

You also have the enhanced support you need for a hybrid work environment because Agio created a single Azure virtual desktop and set up a remote desktop protocol (RDP)--completely replacing your entire Citrix system. You're down 14 servers, a hefty Citrix licensing fee, and more than a few management expenses.

The whole process was quite painless, an impressive feat, and the results are even better than you hoped--no wonder everyone said you should go to Agio. You'll be telling others the same thing.

NOW YOU
CAN FINALLY
BREATHE
EASY.



THE AGIO DIFFERENCE

Switching providers can be daunting—you're on the hook if something goes wrong. Agio's technical assessment, subsequent remediation, and consistent communication give you the confidence to trust that we'll make things better.

THE TAKEAWAY

When you need to ensure your IT environment is secure, supported, and audit-ready, contact Agio for a solution that works!



WHY AGIO?

#OneAgio

When you select Agio, you're investing in a relationship with everyone who's a part of this firm. Our teams operate in a symbiotic relationship based on deposits and withdrawals, creating a vehicle for delivering more than just service. We deliver an experience that reaffirms to our clients that we've got them covered. From clean, concise implementations to consistent support backed by automation and tools that work how they're supposed to, value-add reporting, accurate, timely invoicing, and content on the latest IT and cybersecurity trends, we bring the full breadth and depth of our talent to bear. We deliver #OneAgio.

Contact us today.

