

Goodbye Call Centers, Hello Dedicated IT: How an Investment Organization Boosted Performance



AT A GLANCE



A crown-led organization based in Calgary, AB, Alberta's investment sector plays a pivotal role in driving economic growth by attracting capital and creating opportunities across technology, energy, agriculture, and advanced manufacturing.

To keep the pace with their ambitious mandates, they sought an accountable and strategic IT support partner that could move away from a call-center model, and instead **provide a dedicated team familiar with their IT environment, capable of supporting critical applications, and proactively aligning technology with future business goals.**

CHALLENGES



Before partnering with SysGen, the investment organization faced persistent IT challenges that hindered its operations and reduced productivity. Critical application support was inconsistent, causing delays and service bottlenecks. Some cybersecurity vulnerabilities remained unaddressed, and issues often needed repeated explanations, slowing resolution. Limited application support affected essential software functionality, and slower response times occasionally delayed projects. Overall, the IT approach was largely reactive, with minimal proactive planning or long-term strategy to support growth.

They needed a dedicated, knowledgeable IT team; **one that could deliver consistent, fast responses, take full ownership of issues, support critical applications, and work strategically to align technology with long-term business objectives.**

SYSGEN'S PROPOSED SOLUTIONS



After a competitive RFP process, the investment organization selected SysGen for our Dedicated IT Support Model[®]: A more consistent, team of experts that can be embedded in their environment for faster, more effective support. **SysGen's approach included several key initiatives to transform its IT landscape, such as:**



ESS Standard Cybersecurity Protection: Put in place around-the-clock monitoring and quick response measures to spot threats early and keep important systems and data safe



Comprehensive IT Policy Development: Created and refined IT policies with the investment organization that improved compliance, standardized processes, and strengthened operational efficiency across the organization.



Infrastructure Modernization: Upgraded core infrastructure components, including installation of new network switches and other hardware improvements identified during initial assessments, to ensure a stable, scalable, and secure technology foundation.



SharePoint System Re-organization: Working with SysGen's Digital Advisory Group to streamline and optimize their SharePoint environment, aiming to enhance collaboration, document management, and user experience.

THE PROCESS



SysGen's partnership with the investment organization began with a comprehensive, step-by-step approach to ensure a smooth transition and effective long-term IT support. The process focused on **understanding current challenges, implementing tailored solutions, and providing ongoing support to adapt as the client's needs evolve.**



Assessment & Onboarding: SysGen assessed the organization's IT to identify gaps and opportunities, then onboarded them into the Dedicated IT Support Model[®] with a custom roadmap aligned to their goals.



Implementation: Executed key upgrades such as deploying the ESS Premium SOC for real-time security, upgrading critical infrastructure components like network switches, and rolling out new IT policies to improve compliance and workflows.



Staff Training & Knowledge Transfer: SysGen offered training sessions and resources to empower staff with the skills needed to maximize new systems and processes, reducing reliance on IT support for everyday tasks.



Proactive Monitoring & Maintenance: Established continuous system monitoring and maintenance routines to quickly detect and resolve issues before they impact operations.



Strategic IT Planning: Engaged regularly with client leadership to assess IT performance, align technology initiatives with evolving business objectives, and plan for future growth and innovation.

THE OUTCOME



"Since partnering with SysGen, we've made significant strides in efficiency, cybersecurity, and strategic IT planning.

Their guidance has helped us streamline operations through automated onboarding and offboarding, and strengthen our security with the right tools, proactive monitoring, policies, and employee training.

SysGen has worked with us to shape a clear vision for digital transformation with a strategic IT roadmap, and their responsive on-site support means our ongoing needs are always addressed quickly."

— Investment Organization, Client

96%

internal client satisfaction based on the feedback collected by the investment organization.

12

IT projects and initiatives completed in the past year with SysGen.



Fully implemented automated onboarding/offboarding processes.



Strengthened cybersecurity posture and ongoing employee training.