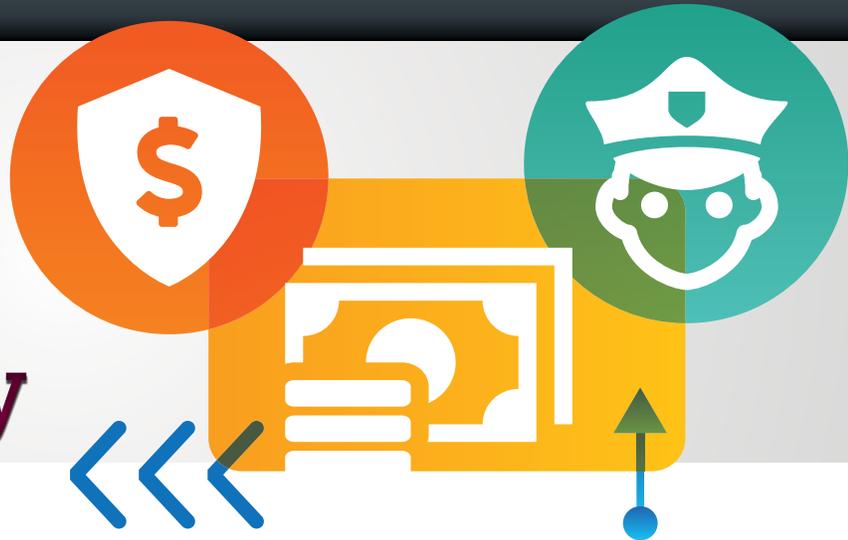


# Financial Services Firm Concerned About Security



## *The Situation:*

A financial services firm was getting pressure from its biggest customer about the security of their internal IT systems and data after one of its brokers had a laptop with confidential customer information stolen. After an internal review of its security practices, the firm discovered that most of the brokers were putting customers, and the firm, at risk by keeping confidential customer data on their laptops' local hard drives. As a result, when the brokers went home in the evening, confidential data left with them. In addition, the backup systems were utilized infrequently. The firm needed to find a solution that kept all customer information in a centralized, secure data store and was backed up on a regular basis, but still gave its brokers the freedom to access their work from home or on the road.



## *mindSHIFT's Approach:*

After evaluating several options, the financial services firm chose mindSHIFT because of its reputation and experience helping customers solve security problems. mindSHIFT began with a consultative approach and worked with the firm's technology committee, talking through different IT models and determining their specific needs. In the end, mindSHIFT recommended a custom solution featuring data consolidation coupled with its hosted desktop service offering.



## *Results:*

After a detailed planning phase, mindSHIFT migrated the firm to the new hosted desktop solution over a weekend. The new infrastructure allowed brokers to continue to take their laptops and tablets out of the office, but significantly reduced the risk of losing any customer data. The hosted desktop solution permitted their IT department to create a standard desktop image, and housed all confidential data in a regularly backed up, secure data store which could be accessed by the brokers via a secure Internet connection.