



5 Minute Read

When you're responsible for \$950 million in assets under management, you can't afford a single glitch. In the financial industry, it's mission-critical to have trouble-free internet, reliable phones, and rigorous data security. Without all three, your business can't function.

"If our old system went down, our clients weren't able to communicate with us at all. We were dead in the water," said Lynn LeMond, Vice President of Administration at The Investment Counsel Company, Nevada's first independent investment consulting firm.

Originally, The Investment Counsel Company depended on an individual IT specialist to handle the technical side of the business. But he didn't always respond quickly. "We basically had a computer person that we would call when we had problems. It worked, but not well," LeMond said. "When you're dealing with people's investment accounts, it's critical that you are able to respond to their needs immediately."

As the company grew and technology advanced more rapidly, the company sought out a dependable IT company with a proven track record. "The COO looked at several companies that provide similar services, and ultimately chose ITS," LeMond said.

Why Choose ITS? Rapid Response Time

Intelligent Technical Solutions (ITS) is a Las Vegas-based IT company that provides managed IT services, fiber internet, VoIP phone systems, cloud computing, cyber security and more.

“Their staff is extremely capable and always responsive to your needs,” LeMond said. “They have a team that’s assigned to us, and they are familiar with our systems. That’s just incredibly helpful. On a day-to-day basis, they can usually fix something within 15 or 20 minutes.”

That quick response time was the number-one reason The Investment Counsel Company chose to work with ITS. “It’s invaluable. Every single employee in our firm knows that all they have to do is shoot ITS an email and tell them what their problem is, and it’s handled,” LeMond said.

Faster Fiber Internet

Reliable high-speed internet is absolutely imperative to the operations of any business. But in the financial sector, a client’s entire savings could be at stake.

“In order for us to place trades, it’s critical that we have not only internet access, but quality internet access,” LeMond said. “If a client wanted to trade, and we were down for an hour, and what they wanted to trade had gone down or up a significant amount of money, it would be a tremendous problem.”

Utilizing actively-managed, custom-configured hardware, ITS fiber internet provides speeds up to 1 Gbps or more. It’s also backed by a 99.999% uptime guarantee. “We can’t be down. That’s why we rely on ITS,” LeMond said.

Full-Featured Reliable Phone Systems



Being able to talk directly to clients over the phone is imperative, because the SEC doesn’t allow taking buy or sell orders via email. For that reason, keeping phone lines working properly is also crucial.

“With our old system, we didn’t have a roll-over to cell phones. Now, if our phone lines go down, when people call our main number, it rings my cell phone or one of our other vice presidents’ cell phones,” LeMond said. “ITS keeps us up and running.”

Safe, Secure Cloud Computing

ITS also converted The Investment Counsel Company from on-site servers to the cloud. “That actually worked very well. Everything is stored in the cloud. Not only does it safeguard the information from someone breaking into the office, it also safeguards the information if there should be some kind of catastrophe, such as the building burning down, or some other disruption in business,” LeMond said.

The ability to access information and software from any desktop, laptop, or mobile device gives them the added flexibility they need to stay operational under any circumstances.

Continuous Cybersecurity

75% out of the top 20 U.S. commercial banks (by revenue) are infected with malware, according to a 2016 report by SecurityScorecard. The constant threat of breaches makes cybersecurity a top concern for every company in the financial industry.

“When you’re managing \$950 million in assets for your customers, it’s an enormous responsibility. We take it very seriously,” LeMond said. “As you can imagine, we have a large amount of personal information: account numbers, Social Security numbers, dates of birth, and so on. We do everything in our power to make sure that information stays completely safe.”

ITS provides The Investment Counsel Company with constant security updates and performs regular security audits to safeguard clients’ sensitive information. The peace of mind that provides is tremendous.

“ITS makes sure that every single computer and laptop we have is up-to-date with antivirus, firewalls, and everything else we need to keep our system as safe as it can possibly be,” LeMond said. “I have a great level of confidence.”

“We’ve never had a problem they couldn’t fix.”

LeMond is quick to point out the reasons behind her high level of satisfaction with ITS. “The people there are extraordinary individuals. They’re trained very well. They’re very good at their jobs. They are experts in their field,” LeMond said. “And they are just the nicest people.”

Knowing that she can depend on ITS for around-the-clock IT support, reliable internet, failsafe phones and solid security offers peace of mind that’s priceless.

“We are raving fans. We get great service from them,” LeMond said. “I don’t know that we could find a company that gives us better service, or that responds as quickly as they do. In the financial services industry, that’s critical.”