



Expect IT to Happen®

Asset Management Company Finds Benefit in Optimizing IT

“We were having some issues and weren’t too sure about the exact state of our IT. We looked to Trigon to do an IT audit and we found some things we wanted to change.”

**-Nick Salamone, President
Keystone Asset
Management**

The Challenge

The owners of Keystone Asset Management (KAM) had some questions about their IT management team, documentation, security, how they could be more effective overall and direct their IT dollars more wisely. In addition, they have tens of thousands of real estate professionals who use their website daily.

The Solution

Health Check and follow up remediation— some immediate tactical solutions like upgrades, patches, documentation, audit of inventories, warranties and licenses allowed KAM to better secure their site, rationalize, plan and schedule their spending more efficiently. Implementing our Solutions Desk provided longer help desk support hours, real tracking of issues via tickets & reports and saved KAM thousands of dollars that they were able to reinvest in upgrades and new facilities. The Long-term strategies

continue to help KAM build further depth and breadth to their security model, build a new state of the art server room and align IT more closely to support the business needs and their by future proofed the organization.

“Trigon has given us a stable infrastructure. Through them, we put in more security, improved our help desk and we are confident that we come in and boot up our computer that we’ll be up all day. Things are stable...”

The Benefit

Trigon has consultants from lower level help desk to business analysts that can provide the appropriate direction that your organization needs. Keystone Asset Management’s President said “They have already solved our issues and now they are thinking forward to ensure that we are keeping up with the latest technologies that will benefit us.”

“They listen and provide clear explanations. They pay attention to our needs – not trying to steer our ship. We run business – not IT.”

**-Nick Salamone, President
Keystone Asset
Management**

CLIENT SPOTLIGHT

CLIENT:

Keystone Asset Management

CLIENT SIZE:

150 employees

LOCATION:

Lansdale, PA

INDUSTRY:

Real Estate

CLIENT PROFILE:

Keystone Asset Management bridges the gap between lenders, mortgage servicers and real estate professionals in the default marketplace. Keystone Asset Management provides a client-centric approach to Real Estate Owned (REO) properties, Default Management, and Property Valuation Services for top lending institutions and mortgage servicers across the U.S. and Puerto Rico. Keystone's expertise, excellent service standards and extensive network of seasoned real estate professionals help to sell thousands of homes each year.

IT SOLUTIONS IMPLEMENTED:

- IT Health Check
- Security Solutions
- Maintenance Solutions