



From Start-Up IT Needs to Ongoing Trusted IT Advisor

Biff Robillard, president and co-founder of Bannerstone Capital Management, LLC (Bannerstone), has always understood the value of integrity and results when it comes to managing client relationships. He brought this philosophy to the start-up boutique investment firm he helped establish in 2008. Biff and his partner Scott D. Larson formed the firm with a combined 38 years of financial management experience, however they did not bring with them the large corporate IT department they were accustomed to at their previous company.

No Corporate IT Department to Rely On

Every financial services firm must have ready access to current market data in order to identify and respond to investment fluctuations that may impact client portfolios. This means IT systems need to be operational at all times for up-to-date market information.

While working in a large investment house Biff and Scott had never given IT much thought. Someone else worried about computer systems maintenance, upgrades, and security. If they had a problem, help meant a quick phone call to the IT help desk and the problem would be solved for them.

It didn't take long for this start-up firm to realize they needed someone with IT expertise to access, recommend, and install the hardware and software they needed to effectively manage their business.

“Starting our firm, we had no idea how much we relied on corporate IT, and suddenly we had no one to call,” said Biff Robillard. “Technology is critical to our business, and we need to stay on top of what is going on in the investment markets. That means our computers always need to be running at peak performance.”

Outsource to IT Consulting and Managed Services Company

Bannerstone brought in [Superior Endeavors, Inc.](#) (SEI) an IT consulting and managed services provider, to recommend, acquire and set-up their hardware and software systems. A full-service IT provider, SEI quickly became their one-stop resource for IT consulting, hardware and software purchases, and computer workstation configurations.

Once the computers were set up, Biff knew they did not want to spend their time managing ongoing IT maintenance, upgrades, and fixes to their workstations. They also wanted support on evenings and weekends. In fact, they really didn't want to think about their computer systems at all.

They decided to take advantage of Superior Endeavors 24/7 support through their [Protected Harbor® Managed IT Services](#). This service provides ongoing monitoring and security services, maintenance, and a 24/7 service desk.



“Superior Endeavors Protected Harbor® service is remarkable. We can call them anytime we need them and the people are great to work with!” – Biff Robillard

Complete Confidence in IT Managed Services Provider

“It was surprising how much IT support we needed the first few years; from software to security and we couldn't have done it without Superior Endeavors. We have complete confidence in their IT services.”

– Biff Robillard

Since 2008 Bannerstone has considered Superior Endeavors their corporate IT department. They have confidence that their computers are always up-to-date with current anti-virus software, automatic fixes and upgrades and ongoing monitoring of system performance. Whenever they have an IT problem, they use the 24/7 help desk. They also use Superior Endeavors IT Consulting Services to address their unique business requirements such as a recent consultation on how to address IT cybersecurity issues specific to money managers.

From a small start-up company in 2008 to a successful investment firm today, Bannerstone has found a trusted advisor and IT managed services provider with Superior Endeavors.

About Superior Endeavors, Inc

[Superior Endeavors, Inc.](#) (SEI) is a technology consulting and service provider serving clients in Minneapolis, Minnesota and Williston, North Dakota. SEI serves small and medium sized organizations and strives to earn the role of trusted advisor. SEI's specialty is technology infrastructures, and clients consider Superior Endeavors their outsourced IT department. Find out more at:

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