



Ensure Your IT Department Supports Success

An outdated or inadequately supported IT environment may diminish service, quality and productivity. It may also pose privacy and security risks.

In today's digital world, providing timely, accurate, reliable and high-quality service to your participants is of the utmost importance. Doing so also means protecting their personal data, as a fiduciary responsibility and as required by law. This is increasingly challenging as cybercriminals become more resourceful.

Warning signs

These are some signs that your IT environment is a service liability or even a security and compliance risk:

Your core systems used to provide service doesn't offer the security or key features that are needed and expected today, such as call-center-styled reporting to track quality and service to your participants, easy integration of documents, interactive voice response in the phone system to support call volume, secure deployment of softphones or cloud-based infrastructure or resiliency.

Some of your core systems are powered by out-of-date technology stacks. How can you tell? They are either supported by fewer and fewer organizations (or individuals) or not at all. You experience downtime and find your core systems cannot meet new organizational needs.

Support from your IT team or service vendors is slow or nonresponsive. The support you need (e.g., transforming your organization and ensuring its cybersecurity) is beyond the ability of your internal team or longstanding partners.

Your team is using manual workarounds because you don't have the ability to use automated workflows or integrate with a third-party workflow tool.

Using modern collaboration platforms (e.g., Microsoft's Teams) can help your team members collaborate by service team, department or even by topic and become more productive by sharing service and quality tips.

Given the rapid pace of bad actors' increasing sophistication, your own systems' technological complexity and changes in the wider regulatory environment (like the recent DOL guidelines for cybersecurity best practices), it's tough for stretched IT teams to stay on top of what to do to protect their organizations. Consequently, it's not unusual to find organizations upgrading systems that are "old." However, it's not prudent to make decisions about your organization's cybersecurity profile — what to upgrade and when — based on age alone.

Help is available

An independent review of your entire IT environment — hardware, software, networking, data security, policies and procedures, staffing, expenditures and IT initiatives — is the best way to gain insight into where improvements are needed.

The professionals in Segal's Administration and Technology Consulting (ATC) Practice are uniquely prepared to provide that advice. We understand benefits as well as IT.

Our customized, hands-on assessments provide a full-scale review of your existing IT environment within the context of how your organization operates.

We focus on the following areas in light of best practices:



Software Application Evaluation



Security and Risk Management



IT Architecture Consulting



IT Staffing and Organizational Structures



IT Strategic Planning and Governance



IT Policies and Procedures



IT Operations



Organizational Change Management (Re: IT Initiatives)



Disaster Recovery Business Continuity and Incident Response



Licensing and IT Inventory



Software Engineering Practices



Workstation and User Support

We'll help you evaluate how well your overall IT environment supports operational efficiencies, productivity and work processes. We also provide in-depth analysis of any security risks and recommend corrective actions. Where appropriate, we'll suggest specific IT organization restructuring to yield improvements.

In addition, we can assess how scalable and flexible your systems are to respond to potential regulatory changes and accommodate future growth. As part of that process, we'll examine implementing additional technologies to improve efficiencies and better support your current and future business goals.

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