



FINANCIAL
SERVICES
CLIENT

TRILLIUM

SUCCESS STORY:

Venture Capital Group

Engagement: Strategy & Knowledge Management

Trillium Helps Leading Venture Capital Firm Manage Intellectual Assets

Trillium's client is a leading U.S. venture capital firm on the West Coast. Like other knowledge-based businesses, the firm's greatest asset is the human intellectual capital in its IT department – long-term employees whose experience with internal IT projects was filed away in disparate systems and networks across the company.

“Our assets walk out the door every night,” says a senior executive at the firm. “While our employees’ knowledge gives our company an incredible competitive advantage, we could lose that advantage quickly if key employees quit or were somehow incapacitated. It’s impossible to fully replicate a person’s insight and experience.”

Challenge: *Capture and gain more control over access to employee intellectual assets*

The venture capital firm approached Trillium for a solution that would help management gain more control over its intellectual assets in IT. Management was particularly concerned that the firm's IT department did not have a knowledge management system in place, which presented

Our Client

A full service U.S. venture capital firm

The Challenge

Protect the firm's competitive edge by capturing the intellectual capital generated by its IT staff

How Trillium Solved It

Trillium developed an IT knowledge management system to capture intellectual assets, provide business continuity, and standardize IT integration strategies

Results

Productivity boost with easier access to the firm's IT knowledge base

Mitigated risk with a formal disaster recovery and business continuity plan

Standardized IT integration strategies and staffing to support rapid company growth

Venture Capital Group

Engagement: Knowledge Management



a significant risk to the firm's daily operations and business. Specifically, the IT system did not have a searchable database of past issues and their resolutions. At the time, IT staff used documents placed in public folders on an internal network to capture institutional and intellectual knowledge. If help desk technicians needed to refer back to a previous project, for example, they would need to page through individual Microsoft Word documents to find what they're looking for – a time consuming task that took them away from their core IT duties.

In addition, the firm did not have a formal disaster recovery or business continuity plan despite the fact that it relies heavily on its IT infrastructure for its daily operations. This lack of planning posed a considerable risk to the firm since it is located in a geographical area prone to earthquakes and other potential natural disasters.

Trillium Solution: An integrated plan for knowledge management, business continuity, and growth strategy

The consulting team from Trillium analyzed the firm's IT infrastructure in relation to the firm's business operations, continuity needs, and rapid growth. Trillium made recommendations which integrated three key areas that were critical to the firm's competitiveness and business growth:

Knowledge base creation and management

The Trillium team developed an approach that could easily capture institutional knowledge throughout all of the firm's divisions and operating groups. Because the firm is a channel partner with Microsoft, Trillium recommended Microsoft SharePoint to easily implement a knowledge management/collaboration system.

Disaster recovery and business continuity

Trillium worked with the firm's IT management to develop formal disaster recovery and business continuity procedures. The solution outlined specific steps for how to retrieve and restore the archived data in the newly developed knowledge base in case of natural disaster or system crashes. The plan also included a roadmap for how the firm would continue to operate, including alternative paths for inbound and outbound data.

Scaling IT to support rapid company growth and acquisitions

The firm's strategy for integrating IT assets after an acquisition was to migrate as quickly as possible. However, the firm did not have a standardized IT process to integrate new assets. The Trillium team helped IT management develop a formalized IT integration strategy that could be used as a blueprint for future acquisitions – thus enabling the firm to scale IT quickly through an acquisition. In addition, Trillium performed an IT staffing study to determine the optimal ratio of IT technicians to overall staff to support the firm's rapid growth strategy. The team also recommended that the firm take a proactive approach to keeping track of IT and help desk performance metrics to more accurately scale IT staff for acquisition and other growth initiatives.

Results: Easier access to knowledge base and better preparedness for business continuity and growth

Following Trillium's recommendations, the venture capital firm has taken more control of its intellectual assets. Knowledge is shared more easily and efficiently throughout the company and the risk of critical IT knowledge simply "walking out the door" has been

Venture Capital Group

Engagement: Knowledge Management



reduced for a stronger competitive advantage. In addition, the firm is now protecting that competitive advantage with a disaster recovery and business continuity plan that is fully integrated with its knowledge base to keep daily operations online in the event of a natural or man-made disaster. As such, the firm can ensure that critical and costly business transactions or initiatives will not be interrupted even under the worst conditions.

The firm is also well positioned and prepared for continued rapid growth with standardized IT integration strategies and scalable IT staffing. As a result, the firm can save time and respond more quickly to acquisitions and other growth opportunities. And by tracking a wide range of IT metrics, IT management can proactively save time and operations cost by being able to better plan IT staffing needs as the firm realizes its plan to grow from \$30 million in revenue to \$90 million over the next four years.

Ultimately, with Trillium's expert advice, the venture capital firm was able to better control and protect its vital knowledge resources by embracing much needed organization, stability, and management insight into its IT processes.

About Trillium

Trillium Solutions Group, Inc. is a professional services firm headquartered in Chicago that provides technology consulting and strategic sourcing services for industries such as trade associations, financial services, telecommunications, and healthcare. For more information, please visit www.trilliumsg.com.