



- FINANCIAL TECHNOLOGY CASE STUDY -

THE CLIENT **INDUSTRY:** Banking - Mortgage
TEAM SIZE: 200 users and computers
LOCATIONS: Headquarter in IL, with branch offices across the United States

Diamond Residential Mortgage Corporation, a rapidly expanding financial institution specializing in mortgage banking, faced significant challenges with their IT infrastructure. With operations spanning across 20 states, their existing technology setup was struggling to keep pace with their growth, leading to performance issues and inefficiencies.

THE CHALLENGE

Their rapid expansion posed several IT challenges:

- **Limited IT Resources:** With only 3 internal IT employees, the team was overwhelmed, unable to keep up with demands of project work.
- **Outdate Infrastructure:** They relied heavily on desktop computers and on-premises servers, causing significant speed issues for branch offices.
- **Aging Equipment:** Much of their hardware was outdated, impacting overall performance and reliability.
- **Database Limitations:** They were dependent on an Oracle database that lacked an available upgrade path, restricting their ability to improve system efficiency.

THE CLIENTS WORDS

*We were challenged with our maze of security and technology having a large deployment of PC's and servers across 20 states. CIO Landing was able to step in and make sense and fix what we had. **We are very pleased with the quality of support and technology expertise they have brought to our company.***

*They find ways to not only address our technology challenges but also help us save money through their partnerships. **Their perspective is strategic and long term.** We highly recommend them!*

Paul Diamond
CEO



CIO Landing's Solution

CIO Landing partnered with Diamond Residential Mortgage Corporation to overhaul their IT infrastructure, implementing solutions that enhanced performance, streamlined operations, and prepared the company for future growth. Here's how we helped:

- **Data Center Migration & VPN Implementation:** We moved their servers to a secure data center and established VPN access, leading to a significant increase in performance across their network.
- **Hardware Upgrade for Remote Work:** Anticipating the shift to remote work, we replaced desktop computers with laptops before the pandemic, ensuring a seamless transition when remote work became necessary.
- **Telecommunications Consolidation:** We consolidated multiple vendors into a single provider, simplifying communications between sites and improving vendor management.
- **Database Migration:** We successfully migrated their Oracle database to a more flexible and efficient SQL database, enhancing overall system performance.
- **Cloud Transition:** We began the process of moving their operations to the cloud, reducing their reliance on physical servers and creating a more secure and resilient IT environment.
- **CIO Oversight for Strategic Growth:** Throughout the process, we provided CIO oversight to align their technology with their rapid expansion, helping to reduce costs, streamline operations, and ensure reliable connectivity for all employees.

With CIO Landing's assistance, Diamond Residential Mortgage Corporation has successfully transitioned to a secure, reliable, and high-performance IT infrastructure. These improvements have increased productivity, enhanced network stability, and positioned the company for continued growth.



CALL US AT (888) 308-8879 TO FIND OUT HOW WE CAN HELP YOU!

