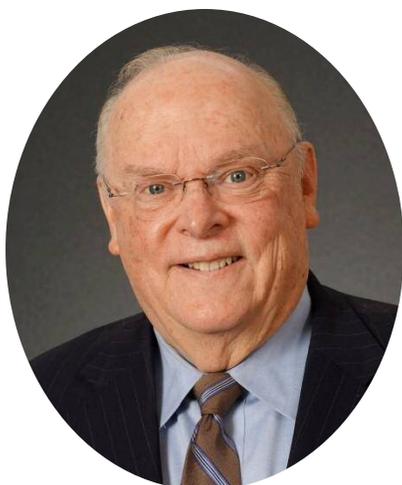# Managed IT Services, Compliance Support, Cloud Solutions, VoIP, Cyber Security and Consulting for SMBs, Banks, Financial Institutions and Medical Organizations

John French
Chief Executive Officer & Chairman of the Board

RESULTS Technology
www.resultstechnology.com

Contact:
John French
913-928-8388
jfrench@resultstechnology.com

Interview conducted by:
Lynn Fosse, Senior Editor
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>
> **- John French**

CEOCFO: *Mr. French, what is the focus at RESULTS Technology today?*
Mr. French: RESULTS Technology is an IT firm that specializes in providing IT support, basically we become your IT department for small to medium sized businesses. Our focus is on compliance support, which would include banks, financial institutions and medical organizations.

CEOCFO: *Was the emphasis on compliance a deliberate strategy or did it grow more opportunistically?*
Mr. French: It was a deliberate strategy. Over the years, we developed a strong approach to following the FFIEC guidelines, which are the federal guidelines that the banks follow. With a banking focused background, we have been able to develop the products and solutions to assist people as they continue to respond to the regulatory environment.

CEOCFO: *What are some of the challenges in a regulatory environment that you are able to guide your clients through that they might overlook?*
Mr. French: The challenge, particularly in financial institutions, is the compliance burden that the federal and state regulators have placed on these organizations. Typically, the small community bank does not have knowledgeable and trained resources to be able to meet all of the IT requirements. Our company can provide the documentation and IT services that assist to satisfy the auditor's requirements.

CEOCFO: *Is there a growing realization on the need for documentation or are you ahead of the game in making sure it is correct?*
Mr. French: There has always been an unwritten rule in the regulatory environment, if it is not written down, it didn't happen. The challenge is to understand what "satisfactory documentation" is, what documentation is needed and how to efficiently create the documentation. We have developed a product called the Navigator Book, which provides our clients with the information the regulators have asked for. We have found that even those that are not regulated appreciate the opportunity to operate their IT environment in a very professional way with standards that give them assurance that they have a safe, secure and responsive IT infrastructure.

CEOCFO: *Are most of your clients working with you as an MSP?*
Mr. French: We generate 80% of our revenue from the reoccurring revenue MSP model. That has been our emphasis. We occasionally provide professional services for projects where we have specialized skills.

CEOCFO: *How do you help with the security issue?*
Mr. French: We implement what we call "The 5 Ps of Cybersecurity."

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- The first P is Policies: This involves helping clients develop IT Security Policies.
- The second P is Permissions: This involves helping clients determine how to set appropriate permissions to limit access to critical data.
- The third P is Patching: We proactively keep all their Microsoft patches up-to-date which further protects them from security issues.
- The fourth P is People: We provide Security Awareness training for their employees to recognize phishing attempts and continually test them on their knowledge.
- The final P is Policies: We pull everything together into a comprehensive IT Security Program.

CEOCFO: *How are you able to convince your clients that they are not annoying their employees by being insistent on security measures but that there is a great value to paying attention to these details?*
Mr. French: Most employees understand that part of being a good employee is keeping the company's valuable data safe and are very agreeable to the policies and training that we put in place.

CEOCFO: *What is your geographical range today?*
Mr. French: We have two physical offices, one in Kansas City and one in St. Louis. We do not market throughout the country but we do have accounts that have branches throughout the country.

CEOCFO: *What is ahead for RESULTS technology?*
Mr. French: We are in the process of doing two things. One is recognizing the movement to the cloud. We realize that as more and more people decide they do not want to have their hardware in their buildings, they still have to be responsible for the security of the information. We are seeing a lot of that type of activity so we have built our services in a way that we can still support them even though they do not have any physical servers in their organization. The second thing is we are working diligently to increase our capability in the financial services industry, primarily banking. RESULTS provides unique support to those accounts that need specialization due to compliance regulations.

CEOCFO: *What might you add to what you offer to banks?*
Mr. French: Their biggest concern of a bank is generating revenue, serving their customers and staying in compliance. We are able to help our banks generate revenue by making sure their employees have access to the data they need, when they need it which also enables them to deliver service to their customers. The compliance regulations are becoming more and more burdensome to small community banks. We have the expertise and the tools they need to make sure they stay compliant. We even help them through the audit process.

CEOCFO: *When someone is looking for a new company, how do you jump off the page and how do people recognize that what you do is a cut above?*
Mr. French: The first thing we demonstrate is (and very few people do this) that we provide an IT assessment for the prospect. We do this at no charge to the client because it is in our mutual best interest to make sure that we can provide the support to the client after we understand what resources they have and what they are expecting to have. We have done over 300 of those assessments. This data provides a good benchmark to determine the level of standardization they are currently using, how much remediation needs to occur, if any, and whether or not we can support them.

The second thing we do that is unique is we provide proactive health reports that describes the IT work that goes on behind the scenes such as the patching, firewall activity, projects, help desk tickets, who handled them and how much time people spend. Our clients appreciate these reports because it provides them the assurance that their IT is functioning properly and that people are paying attention as promised.

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