



FrontWell Capital Partners success story



The customer

Headquartered in Toronto, FrontWell Capital Partners provides transitional senior debt financing to middle-market companies in the United States and Canada. With committed seed capital of more than USD \$350 million, FrontWell offers financing solutions, including asset-based (ABL) and cash flow loans, to maximize liquidity support for borrowers that are looking beyond traditional sources of capital. FrontWell partners with private companies across several industries that display balance sheet capacity and that require liquidity to support a transition in their business, including turnarounds, restructurings, acquisitions and changes in ownership or control.



The challenge

FrontWell was dissatisfied with the IT support they were receiving from an outsourced provider. The company was frustrated with the lack of proactive support and the general reluctance to help them digitally transform their environment. They knew their business could benefit from IT modernization and wanted to make the investment to improve user experience, enhance productivity, and achieve efficiencies that would help them contain costs.



The solution

FrontWell made a change and chose Fully Managed by TELUS Business (FM) as their strategic IT partner. The FM Virtual CIO (vCIO) team worked with Frontwell to understand the company's business needs and challenges, and delivered an IT Roadmap to modernize their environment. Over an eight-month period FM designed and implemented an ambitious digital transformation plan that involved migrations to Microsoft 365 and Sharepoint, server and network re-configuration and cleanup, a new VOIP solution, and enhanced data backup and cybersecurity security measures (including managed SIEM and phishing). FM also helped FrontWell update its overall IT and data backup policies to ensure the company had a solid best-practice framework in place.



The result

FrontWell now enjoys a much more modern IT infrastructure designed to support their organization and grow with them over time. The cloud-based solutions implemented can scale and adapt as their needs change. The cleanup exercise enabled them to cut their server count by 50 percent, reducing the need for new capital expenditures down the line. Fully Managed continues to provide ongoing, proactive IT services, full end-user technical support, as well as hardware and software provisioning as part of their long term technology plan.

“We saw the potential and made digital transformation a priority for our organization. Reacting when something IT-related goes wrong is not enough for a modern business. We needed a proactive IT partner that can help us plan and ensure that our technology supports all aspects of our business. Fully Managed had the vision and the skill to make that happen.”

- John Ho, Co-Founder
& Chief Financial Officer

Find out how we can help **you** deliver exceptional service.

Contact sales@fullymanaged.com to learn more.