Electric

From onboarding through SOC 2 compliance, Riparian powers their IT processes with Electric.

RIPARIAN

Client Since | 2016
Industry | Management Consulting
Employees Supported | 26
Offices Supported | NY, CA, TN
Technology | Windows Devices & Cisco Meraki Firewall

IT Challenges
⚡ No internal IT resources
⚡ Manual processes for IT management
⚡ Little visibility into device security

498
Slack Ticket
Requests Resolved

23
Employees
Serviced

3
Office Locations
Supported

Thomas
Director of Operations
Riparian

" Electric is the ideal partner for IT process creation - especially if you're going through any sort of audit, or need technical advice. "

Founded in 2016, Riparian is a management consulting firm providing strategy, risk, technology, and managed consulting services.

With a team spread across 3 different offices and no internal IT resources, their operations team became responsible for this role. They were immediately overwhelmed by troubleshooting requests, lack of visibility into device inventory, and lack of information around IT security best practices.

Riparian partnered with Electric for its IT industry expertise, seamless tools for process management (particularly around on/offboarding), and reporting visibility.

Today, Riparian utilizes Electric's platform for the management and tracking of everything from IT support through on/offboarding. As well, Electric provides Riparian with support in the documentation and management of IT security processes, including compliance.

⚡ Company Overview:

Riparian is on a mission to empower its clients by delivering efficient solutions and expert industry insights. Founded in 2016, this fully integrated, bi-coastal management consulting firm provides strategy, risk, technology, and managed consulting services. Riparian partners with its clients to ensure they get the most value from business intelligence and are able to take action on this intelligence in a way that improves over business operations.

IT Challenges Before Electric:

As an emerging business, Riparian had a lot of questions about IT security and management, particularly as they approached a SOC 2 compliance audit. Their team did not have an internal resource to help guide them through processes such as how to select and set up a firewall, best practices for device procurement, and how to maintain security documentation.

As a result, their operations team spent hours a week conducting research on solutions to meet these needs, taking time away from other business critical projects. As well, many of the processes their team put in place to manage their IT, lacked security and full admin visibility. This includes their internal IT support requests, for which there was no ticketing system.

Discovering a Solution

After being referred to Electric in 2016, Riparian found a partner they could turn to for information and support in addressing their IT needs, top to bottom. Electric was able to be both a guide on IT process best practices and provide automated tools to manage these processes.

Electric's Slack-based chat support offering connects Riparian employees directly to a support rep in less than 10 minutes and provides admins with full visibility into the request pipeline. In Electric's platform, admins can view the volume and break down of request types, ensuring that they are aware of trends in the types of IT issues faced by their team members.

Prior to working with Electric, Riparian relied on Google Sheets to document and manage their on and offboardings. Now, with Electric's platform, Riparian admins are able to manage these processes in a seamless and secure manner. In the platform, they can provision new employee devices or request a new on/offboarding within minutes with a full audit trail of activity.

Not only does Electric's platform provide IT processes management tools that scale with the growth of their business, but they have a partner to turn to on more strategic projects relating to their IT. Since 2016, Electric has supported Riparian in becoming SOC 2 compliant and with the setup of firewalls and switches in two of their offices.

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