



CASE STUDY:

MIDCAP FINANCIAL

MidCap Financial

Client Industry:
Financial Services

Location(s):
Bethesda, MD (headquarters);
major offices in Chicago, IL and
Los Angeles, CA; satellite offices
nationwide

of Users:
250+

Service Offering:
Strategic Consulting,
Onsite Network Consulting,
Workstation and Server
Management, Colocation,
Service Desk, Project
Management

BACKGROUND

MidCap Financial Services, LLC was founded in 2008 to provide debt solutions to middle-market companies. They stumbled several times in their early search for an IT partner before being referred to Dataprise in 2009.

At first, Dataprise provided basic support and break-fix project assistance; however, as MidCap grew in size, their IT needs grew as well. We delivered solutions at every step, and moved seamlessly into a more proactive role as a strategic advisor, providing support and guidance across all IT topics.

Over the years, Dataprise has continued to match MidCap's changing needs as the company has grown.



“ Dataprise has always measured up. We have not had a situation where we needed something to be done that Dataprise couldn't do. ”

DAVID MOORE
CFO, MidCap Financial

Goals for Working with Dataprise

HANDS-OFF IT

MidCap is a key example of the Dataprise belief that our customers should be able to focus on their mission, not their IT. We handle the maintenance and support of Midcap's technical environment, so their leaders can dedicate their time and attention to company goals.

SCALABILITY

Over the course of our partnership and as MidCap continues to grow, we have been there to provide advice and services for each stage of company development. For the first two and a half years, MidCap's needs were small and direct. As their needs began to grow, Dataprise matched them with strategic advice and assistance for larger projects and changes in company structure.

RAPID PROJECT RESOLUTION

The financial services industry is fast-paced and calls for instant response. As new needs arise within the MidCap IT environment, our proactive team has been able to provide fast, effective resolution.

A Proactive, Strategic Advisor

“ Technology is something that’s critical to our winning, and Dataprise is as good as it gets. ”

DAVID MOORE
CFO, MidCap Financial

CHALLENGE: PROJECT MANAGEMENT

In 2008, MidCap had fewer than 50 employees, and needed help with their basic IT environment and infrastructure, as well as user support. Dataprise came onboard as a buying service for equipment, managing sign-on security, and basic upkeep and support. As MidCap’s growth took off, senior leadership realized that they “didn’t know what they didn’t know.”

SOLUTION

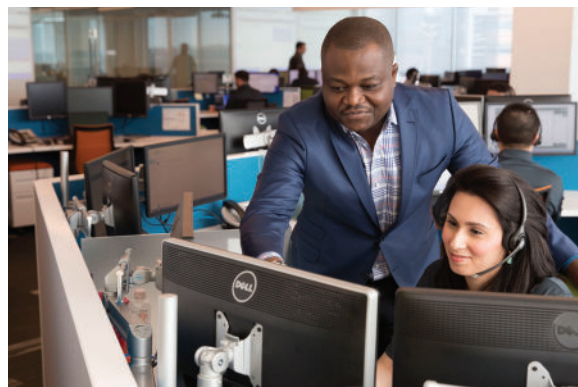
Once Dataprise established support, the baseline of trust and expertise created a platform for us to offer more options, consulting, and services. We serve as a reliable advisor who has helped MidCap grow without requiring massive overhauls or coordination with new partners. IT support through Dataprise is tailored to a company’s specific size and business needs, and is scalable as necessary.

CHALLENGE: STRATEGIC CONSULTING AND GUIDANCE

As part of their internal systems, MidCap uses a loan accounting system that operates on a third-party platform. They needed assistance on the best approach to merging a new system acquisition into their current data environment while maintaining IT stability and security. This system needed to be integrated and able to “speak” to MidCap’s other internal systems across a variety of products from a range of public and proprietary sources.

SOLUTION

MidCap began working with a dedicated Dataprise virtual CIO (vCIO) to take a high-level, “quarterback” perspective on the acquisition as well as other IT strategies. Their CFO, David Moore, meets regularly with our vCIO to review an ongoing list of projects and corresponding timelines. We have also assisted in evaluating other prospective acquisitions, provided expert opinions, coordinated the resolution of issues within the environment, and helped present information to investors and other stakeholders.



A Proactive, Strategic Advisor

CHALLENGE: DATA REDUNDANCY AND SECURITY

MidCap, like other financial services firms, is a huge generator and consumer of data, much of which is valuable, confidential, and protected by such compliance policies as HIPAA. As the company grew, the security of this data and the need for redundant, stable backup solutions became major concerns.

SOLUTION

We began backing up MidCap's physical servers to the Dataprise colocation facility. This ensures that the extremely large amount of data generated by MidCap is redundantly stored and able to be backed up in case of physical damage to any one site. MidCap's vCIO also keeps them up-to-date on the latest compliance and data security methods to ensure this valuable resource remains safe from piracy and hacking.

“ If we don't have that part taken care of - the data tracking and management and the ability to report out to our various investors - we would've been dead in the water. Dataprise has helped us climb that curve. ”

DAVID MOORE
CFO, MidCap Financial

WHAT'S HAPPENING TODAY?

In financial services, a company can't win any business without a strong, responsive IT partner. Technology is the backbone of all business processes. Significant moments in MidCap's growth were only made possible by Dataprise's assistance in IT, including a major accounting system acquisition. Since our partnership began, Dataprise has continued to match MidCap's changing needs as the company has grown. Currently MidCap has an existing portfolio consisting of over \$8 billion of capital commitments.

