

# SmartCity Provides Continuity for Ivanhoe Financial

FOUR HURRICANES PROVED NO MATCH FOR SMART CITY'S MANAGED SERVICES



**Sean Williams**

*Ivanhoe Financial  
Vice President  
of Technology*

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People just can't stop talking about **SmartCity** ...

Nobody likes a broken promise. So when your business is founded on a commitment to provide the highest level of customer service, your employees must have the resources necessary to make that commitment a reality. Just ask Sean Williams of Ivanhoe Financial, Inc., a full-service mortgage banking company. Ever since the firm opted for Smart City's managed services, keeping its customer promise has been even easier to guarantee.

## **Business Model**

Ivanhoe Financial, Inc. is a full-service mortgage banking firm specializing in the origination, purchase, sale and servicing of residential mortgage loans. The company's annual mortgage loan production is more than \$2 billion and it employs more than 300 mortgage professionals.

## **Challenges**

In August and September, Florida endured four back-to-back hurricanes, leaving most of the state without power for an extended period of time. Companies were dealt an even tougher blow, as the computer systems they relied upon were unable to run consistently. Ivanhoe Financial conducts a vast majority of its business with the use of its network and during the storms, Vice President of Technology Sean Williams' main concern was staying operational after the headquarters lost power along with some servers.

## **Solution: SmartCity's Managed Services**

With Smart City's managed services, Ivanhoe Financial had a

nearby lifeline waiting during the 2004 hurricane season. Just as the first storm hit, Ivanhoe co-located its servers and applications to Smart City's facility.

“It was so critical to be able to rely on Smart City then,” Williams said. “Without them, we wouldn't have been fully operational, and without a 24/7 system network, we would have lost hundreds of thousands of dollars a day.”

Besides bottom-line comfort, Williams said Smart City's managed services gave peace of mind that even four hurricanes wouldn't damage Ivanhoe's equipment. “It was such a relief to know that we wouldn't skip a beat, our servers were protected and, most of all, that our customers would remain happy and taken care of,” Williams said.

To further ensure consistency in service, Smart City even offered part of its facility as a work base for Ivanhoe employees. “It's that extra support that makes the difference,” Williams said. “Smart City's managed services team is proactive and quick to respond to our needs.”

Overall, Williams attributes much of Ivanhoe's ability to maintain its customer promise to Smart City's managed services. “Not many businesses were able to say that everything ran smoothly, seamlessly and with little to no interruption during the hurricanes,” he said. “We were fortunate enough to have had Smart City come to the rescue during that time and I can't say how glad I am to have had them there to assist us quickly and without hesitation.”