

FIT AS A SERVICE

A financial institution technology (FIT) solution

As regulatory compliance demands evolve and challenges to growth goals and sustainability emerge, financial institutions require a reliable and flexible information technology (IT) environment. Users need a platform with consistent and efficient access to key data, with controls in place to manage risks and better serve customers.

RSM US LLP's FIT as a Service helps reduce risks in today's complex IT and regulatory environments while overcoming IT staffing challenges. Developed specifically for financial institutions, this unique package of services helps you avoid restricting your institution's growth strategy due to limited IT resources.

RSM's FIT as a Service can help your institution overcome these challenges:

Challenges	Solution: FIT as a Service
<ul style="list-style-type: none"> Limited IT experience Business restrictions due to limited IT resources 	Provides the IT experience and staffing you need, so you can concentrate on your strategic business plan and serving your customers
<ul style="list-style-type: none"> Increasing cybersecurity and information security risks Increasing regulatory burdens 	RSM's security consultants and SOC 2 data centers protect your data in today's threat environment
<ul style="list-style-type: none"> Minimal IT knowledge Increasingly complex IT environments 	RSM's 1,000+ consultants help guide your financial institution through the complexities of today's IT environments
<ul style="list-style-type: none"> High consumer and regulatory demands on the availability and support of today's financial institution delivery channels Growing amounts of time and money spent analyzing and making technology decisions 	Ensures your IT environment is stable and adequate, so you can concentrate on supporting the delivery channels that are in demand from today's consumers
<ul style="list-style-type: none"> Lack of access to IT experience Difficulty hiring and retaining IT staff in rural and competitive markets Growing requirements for round-the-clock staffing 	Eliminates IT staffing challenges that leave your institution short on experience and availability
<ul style="list-style-type: none"> Availability expectations Reliability expectations Disaster recovery expectations 	Meets your financial institution's business continuity expectations
<ul style="list-style-type: none"> IT spend inconsistencies Peaks and valleys spending 	Delivers a predictable IT budget that includes projects and upgrades
<ul style="list-style-type: none"> Minimal IT governance experience Increased regulatory pressures on the IT environment 	Includes assistance and partnership with your financial institution to meet today's regulatory complexities

Rely on RSM's proven solution designed to deliver services in a three-pronged approach, including:

Managed services

- 24/7/365 helpdesk services (RSM staffed)—unlimited helpdesk support
- Backup and recovery solution and management
- On-site and remote services, included as needed
- System monitoring
 - Servers and PCs
 - Firewalls and security devices
 - Switches, routers and other networking devices
 - Websites
- Intrusion prevention monitoring and reporting
- Patch management solution and management
- Anti-virus solution and management
- Web content filtering solution and management
- Spam and virus filtering for email solution and management
- Secure email

Technology services

- Cloud and Infrastructure as a Service (IaaS) services
- On-premise technology management
- Router and switch management (cloud and on-premise)
- Server management (cloud and on-premise)
- SAN management (cloud and on-premise)
- Firewall management (cloud and on-premise)
- Technology consulting
- In-scope projects, including
 - New branch offices
 - System upgrades

Regulatory compliance services

- Annual assessments
 - Information security program
 - IS risk assessment
 - Business continuity plan
- Annual information security report to board
- Annual business continuity exercise
- Annual incident response exercise
- Annual information security and incident response training
- Advisory assistance
 - Strategic
 - Cybersecurity
 - Governance processes (change management, on/off boarding, etc.)
- Pre- and post-exam assistance
- Annual vendor management review

Out of scope services

- Telephone as a Service
- RSM *FI Connect*® (enterprise content management and collaboration)

The RSM difference

RSM is the leading provider of consulting, tax and audit services focused on the middle market, bringing over 90 years of stable delivery to our financial institutions clients throughout the United States. Our FIT as a Service platform leverages our proven technology leadership with our extensive track record advising financial institutions on adopting comprehensive IT management packages. By managing your technology environment, we offer you an effective IT platform at a reasonable, predictable cost.

Our solutions provide several key benefits, including:

- Enhanced speed, access and availability of data
- Desktop and application delivery options
- SOC compliance
- More than 1,000 consulting staff, with local support nationwide
- 24/7 onshore support and helpdesk services

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