



CASE STUDY



BANNER OAK CAPITAL PARTNERS

Company: Banner Oak Capital Partners, LP
Industry: Real Estate Acquisition and Investment
Website: www.banneroak.com
Employees: 14
Headquarters: Dallas
Founded: 2016



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Ensuring Security for a Startup Investment Advisory Firm

In 2016, Banner Oak Capital Partners, LP, was created from the sale of the real estate division of a well-known, longstanding company. Having previously been the beneficiary of support from that predecessor company’s 60-person IT department, the startup team faced a dual challenge: Building a technology infrastructure from the ground up and meeting strict regulatory requirements for security and compliance.

“Data security and protecting personally identifiable information are critical to us,” says Mark McClanahan, Banner Oak’s chief financial officer. “Banner Oak is an investment advisor subject to various regulatory requirements, which include data security, so we take the issue very seriously. When we launched, we didn’t have the requisite internal IT expertise, so we needed to outsource it.”

McClanahan and Banner Oak’s leadership team started its search by interviewing several managed service providers (or MSPs) that had been recommended by peers and colleagues.



“We got lucky early on by finding a managed service provider with this kind of specialized expertise in security. The Ranger Solutions team is professional, accurate, and they know their stuff.”

“We met Ranger Solutions and its president, Mark Bowles, via a referral,” McClanahan recalls. “When we narrowed our search to two finalists, Ranger was one of them. We laid out for both providers what we thought our needs were going to be, and they gave us feedback on the hardware, software, and infrastructure we needed.”

While both finalist MSPs had the technical capabilities, the leadership team decided that Ranger Solutions was the best fit.

“Mark and his team rose to the top, and we elected to go that direction,” McClanahan says. “Ranger had the technical qualifications we were looking for, including the infrastructure we needed for encryption and security. But once you get past the technical aspects of working together, it’s about personality, responsiveness, and the rapport you develop. We experienced those traits and the culture fit with Mark and Ranger from the beginning.”

Security Built From the Ground Up

Very early in the relationship, the Ranger team had an opportunity to demonstrate their responsiveness and ability to jump into action to save the day at a moment’s notice.

While setting up its new office, the Banner Oak team was working with an internet provider to install hardware in the office space that would establish mission-critical, high-speed internet service. All was going according to plan, with a 60-day window to deliver the hardware. Then, just a few days before the team was ready to move in and the business was set to launch, the wrong piece of equipment was delivered. As a result the internet installation was pushed back another 60 days.

“Our internet connectivity was vital to our launch,” McClanahan says. “Through Ranger, Mark personally arranged an alternative internet service so that we would have connectivity until the right hardware was delivered. If he hadn’t found a solution, we would have been in a difficult situation.”

Since that time, Ranger has secured, built, and maintained the entire technology infrastructure for Banner Oak Capital Partners, from PCs to servers, cloud applications, and cybersecurity. Ranger also provides guidance on any technical questions or decisions.



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Continuous Monitoring and Rapid Response

Today, Banner Oak’s leadership team enjoys the peace of mind that comes from reliable, secure technology that is custom-built and continuously supported to meet the needs of their business and team members.

“We have encryption on all of our machines, and we have a system that allows us to work well in the office and to travel and access our documents securely,” McClanahan says. “The level of security we demand requires multiple firewall protections, encryptions, and backups. Our team is keenly aware of the threats of ransomware and identity theft, and Ranger provides a strong approach and tools to guard against breaches.”

To keep the Banner Oak team a step ahead of cyber threats, Ranger also provides regular micro-training and testing for all employees.

“We have rigorous backups and protections in place so that if we should ever face a ransom threat, we have quick recovery through onsite and offsite backups,” McClanahan notes. “We also have software in place that prevents our computers from accessing websites that are on a constantly updated list of known dangerous sites.”

Whenever an employee encounters a technical issue, he or she can call or email Ranger’s help desk to create a ticket for immediate resolution. Most issues can be quickly resolved through remote phone support, and for those that can’t, Ranger rapidly dispatches a skilled technician for on-site assistance.

Ranger also provides continuous monitoring and auditing for security and receives instant alerts that enable rapid response to any technical issues that could place Banner Oak’s information security at risk.

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McClanahan has been so pleased with the ongoing support provided by Ranger Solutions, he recommends the firm to peers and affiliates seeking responsive, reliable managed services.

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