



QUON  
WARRENE

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**Technology Planning, Like Financial Planning, Means Having a Real World Strategy.**  
It is clearly a challenge in the modern era of business to make serious technology decisions. We now see a pace of change that disrupts on nearly a quarterly basis let alone year over year hardware and software releases.

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# REAL WORLD STRATEGY

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“The pace of technological change is doing more than just causing us to feel a bit out of touch,” said Neal Quon, QuonWarrene co-founder. “It used to be that we could identify a business plan related to systems and look ahead 5 years. Those days are diminishing, if not gone now.”

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To add to the complexity we are seeing a massive shift to cloud computing. This is not sudden, however, it does feel as if it snuck up on most of us. Actually we've been in the cloud for more than ten years when considering the web-based applications we've acclimated to using – however – with the entire portfolio of tools shifting online, it does require some very real planning.

This means everything is potentially a new process – from office portability, including remote working to running the office virtually; to the fundamentals of data security, backup, business continuity and disaster recovery.

“The ability to determine the most effective suite of tools to use in our business is now a challenge beyond just price and capability,” added Blane Warrene, QuonWarrene’s co-founder. “We are now faced with using systems that relay on other systems that neither we nor even our vendors in some cases, can control.”

## MODERN OPERATIONS

In looking at this modern operation in today’s digital business landscape, the needs layout in four broad categories:

- Determining your data hub – both for client data and overall file storage,
- Data security from your local office, devices, mobility as well as third parties such as service providers and partners,
- Modernizing the client experience from communications, service levels to meetings and marketing,
- How to identify, measure and monitor the results of your efforts, finding best practices that result in a well-documented operation that is more easily transferable upon succession.

How do you get to that sound decision about investing in systems, technology and resources? There is no perfect system, but going through this process reduces the likelihood of making a bad decision. That means avoiding lost dollars, time, possibly staff and the need to make multiple transitions.

## WHAT AREAS TO WATCH

- 1) Understanding your current environment, likes and dislikes,
- 2) Defining, at minimum conceptually, where you will or want to be in your business in 24-36 months,
- 3) Carefully reviewing the pros and cons of your culture, systems and how you use them to find an optimal environment.

Determining those right solutions for your business is as much about psychology as it is about technical capabilities. One of the overlooked steps in identifying a new solution provider is assessing just how you would prefer to work – versus how you potentially force yourself into a work mode to make an existing system work.

QuonWarrene was founded in 2009 by Neal Quon and Blane Warrene, who saw a gap in the industry for advice informed by veteran experience in using technology to serve financial advisors and clients. Their team has experience in the RIA, broker dealer and institutional model with alumni from ING, Pacific Life, CBIZ and ValMark Securities.



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## HOW DO WE DO IT?

Through a methodology developed in part from experience working in the industry. It is also key to have a pulse on where industry technology has been, is today and where it's headed. That combination of understanding the inner workings of a financial advisor's business and challenges with a watchful eye on the horizon, helps us advise much like you steward your clients' financial lives.

QuonWarrene helps solve this through its' Guided Planning Solutions (GPS), available through three key services:

### THE TECHNOLOGY SPOT AUDIT™

The Technology Spot-Audit™ is our proven introductory process to the Guided Planning Services (GPS). Through it we learn the makeup of your business, identify, with you, a single priority — and provide you quick and expert analysis and recommendations. Examples include selecting a vendor, assessing cyber security issues or tackling social media compliance.

### THE BLUEPRINT

The Blueprint is a natural evolution of our introductory Spot-Audit™ solution. This takes the QuonWarrene GPS methodology and becomes the Technology Business Plan for the foreseeable future of your business. We look at all of your systems, service providers and infrastructure and offer detailed analysis and recommendations.

### THE CONCIERGE

The Concierge is an elite package of services. This includes the Spot-Audit™ and Blueprint. It additionally takes full advantage of the QuonWarrene GPS methodology, facilitating the projects determined in those reports, serving as a vendor liaison, project facilitator and best practices coach — with dedicated time monthly for a year. It's like acquiring a chief information officer for your business.



WE CAN  
HELP YOU  
BUILD AND  
GROW YOUR  
BUSINESS.

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# QUONWARRENE

Expertise for financial services

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More information can be found at [www.quonwarrene.com](http://www.quonwarrene.com) or by connecting with them on Twitter via [@quonwarrene](https://twitter.com/quonwarrene).