



How Maxwell Locke & Ritter Grew its Security & Compliance Practice by 5X

Industry Webinar Series: Building the Firm of the Future

Webinar Logistics

- All attendees will be placed on mute
- Webinar will be recorded
- Recording and slides will be shared after the webinar
- Use the Q&A panel to ask any questions throughout the webinar

Industry Webinar Series: Building the Firm of the Future

September 12, 1pm Eastern

How Maxwell Locke & Ritter Grew its Security & Compliance Practice by 5X

Kate Williams, Risk Assurance & Advisory Partner, ML&R

October 5, 1pm Eastern

Drive Digital Transformation with PCI and HITRUST Engagements

Shane Peden, Managing Director, Aprio

October 24, 1pm Eastern

Unlock AI to Shape Your Firm of the Future

Josh Tong, Head of Product, Fieldguide

Today's Speakers



Kate Williams

**Risk Assurance & Advisory Partner
Maxwell Locke & Ritter**

- Expertise in SOC examinations, healthcare compliance, internal controls, IT consulting
- Risk & audit experience at PwC, Williams & Wong, SolarWinds



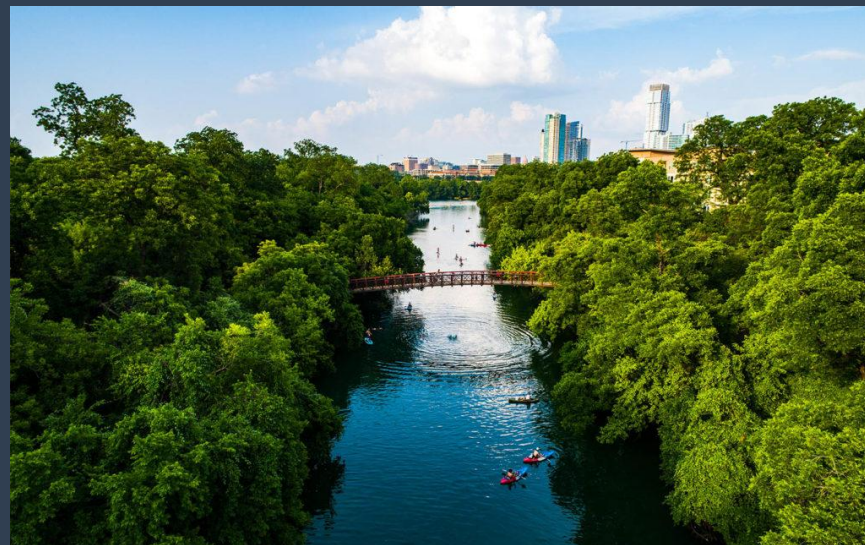
Jin Chang

**CEO and Co-Founder
Fieldguide**

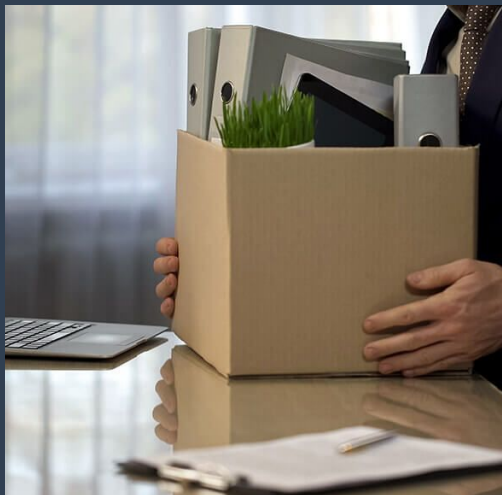
- Expertise in audit and advisory, artificial intelligence, technology
- Experience at EY, Atrium, Y Combinator

About Maxwell Locke & Ritter

- #107 on 2023 IPA Top 500
- #1 Best Mid-sized Firms to Work For
- \$44M+ in revenue
- 32 years in business
- 175+ professionals
- Services
 - Audit
 - Tax
 - **Risk Assurance & Advisory**
 - Transaction Advisory
 - Wealth Management



3 Key Trends We're Seeing



**Talent pipeline and
resource issues**



**Rise of compliance
automation solutions**



**Private companies
needing risk advisory**

Challenges at ML&R

Resource Challenges

- **Staffing challenges** due to shrinking workforce in the industry, especially in Risk Assurance & Advisory
- **Forced to shift roles** and put business development on the back-burner because lack of resources → impact on engagement margins

Technology Challenges

- **Multiple systems** → team inefficiencies, lack of real-time visibility
- **Appeared less "tech-savvy"** to our technology clients with outdated systems
- **Team time spent on administrative tasks** that don't add as much value to clients

Best Practices: *Process Improvement*



- **Timely training** through simultaneous testing and review
- Allow a "**change once fix everywhere**" approach to controls
- **Real-time review and oversight** of requests and control testing

Best Practices: *People*



- **Hire for experience**, technical expertise, and client service
- **Reduce reliance on junior staff** by removing time-consuming and mindless tasks
- **Develop people faster** by automating manual tasks and leveling up skills for valuable work

Best Practices: *Technology & Innovation*



- **Adopt innovative technologies** as competitive differentiator
- **Consolidate** multiple systems
- **Improve client experience**
- **Standardize best practices** across engagements

Fieldguide at Maxwell Locke & Ritter

Status	Start Date	End Date	Engagement Lead	Requests
Pending	2022-09-28		MS Mark Szczepanski	1 (blue), 2 (orange)
Pending	2022-11-08		BY Brittany Yandura	18 (blue), 1 (orange)
In Progress	2021-12-08		BY Brittany Yandura	1 (blue), 2 (orange), 2 (red), 1 (green)
In Progress	2021-11-01		BY Brittany Yandura	1 (blue), 4 (green)
In Progress	2022-03-09		BY Brittany Yandura	1 (blue), 2 (orange), 1 (red), 2 (green)
Pending			KFA Kalley Firm Admin	3 (blue), 15 (orange), 2 (red)
Pending			KFA Kalley Firm Admin	3 (blue), 17 (orange)
In Progress	2020-10-01	2021-09-30	BY Brittany Yandura	3 (blue), 7 (orange), 1 (red), 1 (green), 6 (purple)
Pending			BY Brittany Yandura	21 (blue), 1 (orange)
In Progress	2021-09-17		BY Brittany Yandura	1 (blue), 6 (orange), 10 (red), 3 (green), 6 (purple)
Pending	2022-07-08		MS Mark Szczepanski	7 (blue)

1

Client-friendly **request management**

2

Easy **one-click reporting**

3

Fieldguide Sheets replaces traditional binder and Excel


4

Intuitive readiness process

5

Centralized testing and test results

Results to Date



Client Satisfaction
Increased client win rate
Drove cost savings
for clients

1

Growth

Grew practice by 5X
Increased engagement capacity

2

Employee Retention

Improved recruitment
Increased employee
satisfaction

3

Q&A

Coming up Next...

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