

A regional bank partners to modernize its network and improve resiliency and security

Network outages had previously resulted in loss of revenue and increased customer dissatisfaction

A regional bank with 26 branch locations, which had built a well-deserved reputation for excellent customer service over its 90+ years of operation, was experiencing unacceptable network outages. When the network was down, it led to customer dissatisfaction and lost revenue opportunities for the bank.

“The bank was using a Layer 2 VPN service from a well-known national provider. But when there was an outage or a fiber cut, it took down the circuit to the bank’s network, and the whole operation would cease,” explains Michael Gordon, Major Account Executive, Spectrum Enterprise. “For a bank, that totally interrupted their clients’ ability to process transactions, open an

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- Michael Gordon, Major Account Executive, Spectrum Enterprise

account, and any other processes of that nature. The bank would be down for two to three hours — almost half a business day — so that seriously impacted their ability to help their clients in that timeframe. The bank knew that it had to improve the resiliency of their network, and reduce that downtime.”

Gordon had heard about the bank’s issues and reached out to the technology decision-makers there. “I asked questions about their current architecture and what the pain points were,” he remembers. “It was just a few months after they had experienced a major outage. I explained how they could partner with Spectrum Enterprise and together we could work towards a tailored solution that would improve the resiliency of their network and applications.”

Gordon also put together a team that could consult with the bank and answer any questions their executives might have during the planning stages. Mike Wilson, Commercial Data MSS Specialist, Spectrum Enterprise, explained in a demonstration how Managed Network Edge, built on the Cisco Meraki platform, could provide security, flexibility and scalability by bringing together connectivity, equipment and network



A regional bank with 26 branch locations was experiencing unacceptable network outages. It turned to Spectrum Enterprise for help.

Client profile

Company

Regional Bank

Industry

Financial Services

Services

Managed Network Edge

Fiber Internet Access

Wireless Internet Access

High Speed Internet

management. He also discussed how the bank would be able to best utilize the online portal to manage individual network clients, in a co-managed environment. Gordon explained how the Spectrum Enterprise solution could be delivered, and maintained, in a co-managed or a fully managed manner.

The decision makers at the bank were particularly taken with the concept that Managed Network Edge could bring a degree of peace of mind to

Overview

- A regional bank sought to ensure that their network was operating at full capacity across all of their 26 locations, all of the time.
- The existing network lacked the resiliency to prevent outages which resulted in loss of revenue.
- Spectrum Enterprise was chosen for the comprehensive approach the team took in partnering with the bank to provide a customized solution, and the service-level agreements (SLAs) that were part of the contract.

Outcomes

- Elimination of outages and downtime thanks to secure, reliable connectivity — provided through the diverse carrier solution the bank required.
- The SD-WAN solution provides traffic securely over the best available circuit at a given time.
- The bank's IT team is extended with co-managed services and supported by enterprise-level equipment and expertise.

Why it matters

- The new network provides a scalable, secure platform which increases customer satisfaction, and eliminates lost revenues caused by the legacy network's resiliency issues.
- Managed Network Edge, delivered over the Cisco Meraki platform, gives the bank consistent security capabilities to protect its network across all of its locations.
- Co-managed services and a modernized network frees up staff to focus on delivering an improved customer experience.



Customers can do their banking when and where they want to — something they couldn't always count on before the Spectrum Enterprise solution.

their organization, knowing that they would be delivering the best network performance to their employees, visitors and customers.

The bank decided to partner with Spectrum Enterprise to deliver a scalable, secure and resilient infrastructure to best serve their customers — and the business needs of their organization.

The complete package

The bank was pleased with the definition of the SD-WAN solution and how it provides traffic securely over the best available circuit at a given time, Gordon relates. "They were considering it and had internal discussions about SD-WAN on a Layer 2 VPN network. So, they had already researched the product, but when we talked about how our solution is co-managed and offers such strong SLAs, and how we partnered with Cisco Meraki, that's really what piqued their interest."

"We provided a comprehensive approach," Gordon recalls. "We also talked about how we can support the client after the sale. It was our service-level agreements (SLAs) and the resiliency of our network that solidified the deal."

The bank was convinced that the Spectrum Enterprise certified network experts, along with our national reach and multiple connectivity options,

make Spectrum Enterprise uniquely qualified to be their single networking partner.

The new network provides a scalable, secure platform that increases customer satisfaction, and eliminates lost revenues caused by the legacy network's resiliency issues. Customers can do their banking when, and where, they want to — something they couldn't always count on, before, with the extended outages of the legacy network. Managed Network Edge, delivered over the Cisco Meraki platform, gives the bank the consistent security capabilities it needs to protect its network across all 26 of its locations. And, last but not at all least, the co-managed services and the modernized network free up staff to focus on delivering an improved customer experience.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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