



## Managed Data Center and IT Infrastructure A Banking Industry Case Study

"We have been a customer for over seven years, and find that IP Services provides high quality managed services and around the clock expertise for our IT needs. It's rare to have such a long-term relationship with this level of professional consistency.

I heartily commend them as a valued partner!"

Mendy Tippets, SVP  
Century Bank

### About Century Bank

In 2003, a group of community banking professionals and business people got together and designed the perfect business bank. They saw a need for a local bank, one that offered regional businesses not only financial expertise, but also insight into the local market that you can't find at a large national bank.

Century Bank founders began operations in 2004 and worked to create a bank for people who value the comfort of having a close personal relationship with their banker. They pride themselves on being a local, personal bank with a staff that is eager to learn about their clients' and their business.

Century Bank was named the "Leadership Bank" in 2009 and 2010 by the Oregon Law Foundation. Century Bank was also named one of the 100 Best Companies To Work For in Oregon in 2010.

### Business Drivers

Being a new bank, the executives of Century Bank were considering whether to build a new IT department from scratch or outsource IT completely. Mendy Tippets, Senior VP of Administrative Services, knew based on her previous experience that building and supporting the needed systems and applications for their bank would require a large amount of investment and resources. "We were looking for a proven and knowledgeable managed IT services provider that could develop the necessary and appropriate design, provide professional deployment of our IT systems and infrastructure, and offer the needed expertise to manage and maintain the system for us," says Mendy Tippets.

More importantly, the bank needed to adhere to regulatory compliance, ensure software licenses were up to date, and provide reliable and accurate reporting to enable the executives to focus on building their business instead of worrying about everyday IT challenges. In short, they needed a professional and capable IT team that could deliver a full package of IT services efficiently and cost-effectively.

The challenge was to find the right partner that could deliver on their vision of an outsourced IT platform.



## The Solution

Century Bank began seeking a vendor that could provide a solution to meet a range of needs including operating system administration, firewall and security management, data backup and recovery, and Service Desk and Monitoring. After careful consideration, Century Bank chose IP Services as their dedicated IT partner in charge of managing and maintaining the bank's IT network as well as implementing the entire project. "We chose IP Services after reviewing several proposals and interviewing IP

Services' operations professionals. Their IT services offerings, IT management methods and overall value seemed superior to any alternative," says Mendy Tippetts. IP Services' range of capabilities and expertise in providing a completely outsourced IT department resonated with Century Bank's senior management team. They recognized the difficulties that a small, start up bank would have building a mature IT organization. Some of the bank's senior executives, including Mendy, had gone through that experience before and knew the challenges involved.

IP Services provided a complete IT management solution that would have cost them dearly to try and duplicate. What they were looking for was the breadth and depth of technical expertise that IP Services brought to them. "Choosing IP Services was the best business decision I ever made", states Mendy.

Once chosen as Century Bank's partner, IP Services began providing full IT management of the client's core in-house IT infrastructure. The continued relationship for the past 7 years illustrates IP Services' ability to provide a high level of customer satisfaction over a long period of time.

IP Services provides a complete management solution with the infrastructure located at the client's data center. Services provided include server operating system administration – Windows Server, and MS Exchange 2010 Administration, Cisco ASA Firewall, IDS Module Administration, Network Management, Data Backup Management/Restore, Advanced Change Detection, Advanced Server Recovery as well as Managed Internet, Disaster Recovery Testing, Service Desk and Monitoring – includes 7x24 service desk, 7x24 Fault and Performance Monitoring, Reporting, and Weekly Operational Reviews.

## The Benefits

IP Services successfully implemented the required systems and applications within the client's data center and established a stable platform to fully manage, monitor and maintain all of Century Bank's IT systems and applications. Century Bank chose IP Services because of their ability to provide in depth expertise where the bank needed it at a cost-effective level and within a one-stop-shop platform. IP Services technical expertise, mature ITIL-based processes, and stringent VisibleOps-based controls (using IP Services' TotalControl) provided Century Bank's executives with peace of mind and trust. "We have been very satisfied with our choice and the services we have received from IP Services. They have a great team!" says Mendy Tippetts. The client found

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a reliable partner that can deliver SLA-driven and customized IT services, comprehensive enterprise level management capabilities and around the clock support enabling the client to focus on the bank's business and growth. In addition, there were substantial operational and financial efficiencies in the fully managed platform that IP Services offered.

These benefits include:

- Lower IT costs compared to an in-house alternative when considering all the soft costs.
- Enjoying all the benefits of high performance as a result IP Services best practices IT Service Management.
- Delivered an average monthly uptime of 99.99% – 7 years running.
- Sustained operational efficiency and customer satisfaction due to stable service levels.
- Immediate reporting and management of the key infrastructure metrics.
- Predictable uptime and system stability.
- High levels of availability resulting in sustained productivity.
- Transparent IT support and escalations that address problems immediately.
- Strong integration and partnership rather than traditional vendor-customer relationship.
- Increased infrastructure resiliency resulting in fewer escalations from business managers.
- Planning for the future by taking advantage of proven technologies.
- IT advisory role to help provide insight through strategic planning and coaching.
- Reduced business risk through confirmed compliance with government and industry regulations.
- Use real-time reporting data to keep track of IT performance and boosting responsiveness and agility.

### About IP Services

IP Services is an IT service management provider that delivers high availability and unmatched system stability in a mixed environment and around the clock support, enabling you to focus on business alignment and growth instead of constant firefighting. Our SAS70 Type II certification helps reduce the burden of compliance and regulation requirements with Sarbox, PCI, GLB, HIPAA and others. Our clients range from small regional businesses to national enterprise companies. Our customized solutions and nimbleness allow us to serve a variety of markets and business sectors that seek IT service improvement. We deliver enterprise level IT management to all our clients, regardless of the size of their organization. We develop boutique solutions for our clients and become an extension of their IT team. We have full confidence in our capabilities. That is the reason we keep ourselves accountable and guarantee our results.



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