

Highly-Regulated Financial Services Organization Turns to Managed IT Services When IT Manager Leaves



The Facts

Industry

- Financial Services

Challenges

- IT manager resigned
- Internal team spread thin causing a reactive technology approach for an organization with high needs and heavy regulation

Solution

- NetGain's Technology OneSource™ Managed IT Services

Benefits

- Fast, reliable, 24x7x365 end-user support
- Access to a deep bench of 100 IT engineering experts
- Proactive information technology management, maintenance, & monitoring to prevent outages, downtime, & loss of employee productivity
- Dedicated Virtual Chief Information Officer (VCIO) to provide ongoing oversight & planning for IT strategy development & implementation and to assure regulatory compliance

The Company

Peoples Exchange Bank was founded in 1912 and it is built on the belief that each and every customer is important. Peoples Exchange takes a personal approach to banking that combines technology, convenience, and service – difficult to find in today's world.

Peoples Exchange Bank's history is the story of people – people with roots deep in the fabric of their community and with a strong feeling of responsibility towards the community's growth and success. The knowledgeable and experienced bank personnel make Peoples Exchange Bank one of the most stable banks in the Commonwealth of Kentucky. The bank has endured and progressed with the changing times and has responded to various economic and banking policies, ever mindful of the welfare of the community, employees, and customers we serve.

Many things have changed in the banking industry over a century, but Peoples Exchange Bank has never wavered from their guiding principles – to give people the type of banking services that they want and need. Peoples Exchange Bank is more than just a great bank. It's a true community bank.

The Challenge

Unfortunately, Peoples Exchange Bank's long-term, reliable IT manager resigned to relocate for family needs.

When the Peoples Exchange Bank IT manager resigned, he helped plan for a smooth transition. He advised the bank to outsource IT, since their requirements spanned an ever-broadening range of technologies.

He recommended NetGain Technologies' managed services solution because NetGain is a regional leader in IT services and was a long-term IT project and procurement partner of the bank. The transition was further facilitated because NetGain was also familiar with their technology environment.

“After our IT manager left, we reached a point where we had to ask more of our IT team than they could handle.”

- Margaret King
Chief Information Officer

The Solution

Peoples Exchange Bank selected NetGain's Technology OneSource managed IT services solution and benefited from a smooth transition of IT leadership.

"In our situation, and having a reliable source refer us to NetGain, we were very comfortable moving forward with a company that knew 'our world,'" said King.

Today, NetGain provides fast, reliable, 24x7 IT support to all Peoples Exchange Bank employees. As part of the Technology OneSource service, the bank now has a dedicated NetGain Virtual Chief Information Officer (VCIO) to advise on planning and budgeting for improvements and growth, dedicated IT engineers to track tickets, report trends, and support quarterly reviews, and a 24x7x365 end-user help desk to quickly address their employees' technology requests and challenges.

"The depth of expertise and value-added services provided by NetGain cannot be built in-house on a budget," said King. "We have to be able to cost justify any decision we make. With the changing world of independent banking and to stay within regulations and FFIEC regulations, we find value in 10 experts outside of the bank, instead of two in-house. Instead of a medical specialist, we have a general practice to support us so we always have access to the resource we need."

Looking Forward

NetGain works with Peoples Exchange Bank to plan and prioritize technology requirements, to assure smooth and secure operations.

"Security and regulatory compliance are tough issues. We have a tremendous amount of personal information, and regulations require a critical and high level of preventative measures. NetGain helps guide us through the complex regulatory requirements."

"The depth of expertise and value-added services provided by NetGain cannot be built in-house on a budget."
- Margaret King
Chief Information Officer

**Contact NetGain
Technologies Today
to Learn How
Managed IT Services can
Transform Your Business!**

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the Midwestern and Southeastern US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.