

CLIENT SUCCESS STORY

How Southern Michigan Bank & Trust Filled IT Skills Gaps to Refocus on Their Core Business



SOUTHERN MICHIGAN
BANK & TRUST



Introduction

It's tough to cover all your IT needs with staff hires. That's why Southern Michigan Bank & Trust chose Corsica Technologies to complement its IT team.



Client

Regional bank & financial services firm



Challenge

Needed to supplement internal IT team and add 24/7 support



Solution

24/7 supplementary services plus expert consulting in IT and cybersecurity



Results

Peace of mind through collaborative partnership

Southern Michigan Bank and Trust: Banking as It Should Be

Southern Michigan Bank and Trust (SMBT) has proudly served customers since 1872. Weathering storms like the Great Depression and the financial crisis of 2008, SMBT has never closed and never taken a bailout. With \$1.5B in assets, 17 branches, and 250+ employees, the institution has a significant economic impact in southern Michigan.

It's no surprise, then, that SMBT maintains a strong focus on community engagement. Through donations and community service days, SMBT demonstrates its commitment to the people of southern Michigan. All this serves as the backdrop for excellent personal and business banking options, as well as lending and wealth management services.



The Challenge

As a regional business serving five counties, SMBT has significant needs in technology. In addition to its 17 branches, the bank has other facilities, including an IT center, a call center, a maintenance building, and others, which brings the total to 25 locations.

To meet these complex technology needs, SMBT has an internal IT team of eight, led by Greg Sopcak, 1st VP of IT. The team includes:

- 2 helpdesk support people
- 2 desktop support people
- 1 network support expert
- 1 system support expert
- 1 hybrid resource who floats between network and system duties

Greg has a great team. From password resets to desktop issues, they've got it covered when it comes to day-to-day IT maintenance and problems. But with 250+ employees, SMBT has 320+ end user devices on the network. Once you factor in network equipment, there are easily 1,000+ connected devices under management.

That's a lot for an internal IT team at a mid-market organization. It was tough for Greg's team to handle complex, specialized problems—including cybersecurity and 24/7/365 support. Greg's team already had their hands full, yet the company's technology needs were expanding beyond the team's ability to deliver.



The Hunt for a Solution

Greg could've made the case for hiring more IT people on staff, but he knew that more hires would add to the complexity of his team's operations. It also would've been hard for an organization of SMBT's size to justify the expense and added HR burden. Specialized IT professionals are in high demand, meaning they churn frequently and command high salaries.

Greg needed to add resources who could cover a diverse range of needs—for roughly the cost of one staff hire.

“Corsica didn't come in and say, here's what we can do for you: we can get rid of your IT dept. No, they want to work hand-in-hand with you and be a partner. It fits our model to a T.”

Greg Sopcak | 1st VP of IT | Southern Michigan Bank and Trust

In other words, Greg needed an outsourced technology services partner who could operate under a co-managed model rather than trying to take over his team's responsibilities. Collaboration, filling gaps, and a “can-do” attitude would be essential.



The Solution

Co-managed services in IT, cybersecurity, and vCIO consulting

Greg chose to engage Corsica Technologies to fill out the gaps in his IT team—and to take things farther. Greg wanted a truly synergistic relationship in multiple areas. This meant deep collaboration with the Corsica team in IT, cybersecurity, and vCIO consulting.

Specifically, Greg wanted close alignment between his internal cybersecurity officer and his MSP's CISO. This was a great match in expectations, as our CISO, Ross Filipek, works closely with clients on all things cybersecurity.

Greg also needed help with developing and maintaining policies related to IT and cybersecurity. While he had his own experience to go on, he wanted a broader perspective—one that included designing and implementing policies for numerous clients in different industries.

Greg found all this and more in a co-managed services relationship with Corsica Technologies. "Technology is such a critical piece, it's tough to outsource that," Greg said. "You need that internal team driving it forward, but we all have limits on internal hiring. That's where a partnership can be so beneficial."



**"Corsica is a one-stop shop for us.
If I have a problem, I can go to my vCIO or a
number of people, and you take care of it.
That's an investment in mutual success."**

Greg Sopcak | 1st VP of IT
Southern Michigan Bank and Trust

The Results

SMBT's partnership with Corsica Technologies has been incredibly fruitful. With Corsica handling technical, specialized challenges and advising at the strategic level, Greg's team is free to support SMBT's employees through direct, focused alignment.

The results are evident in terms of cybersecurity. "Now our information security officer works closely with the Corsica staff," Greg said. "She's monitoring our SOC and our SIEM, working closely with Ross from your team."

Corsica has also made an impact in terms of IT and cybersecurity policies. Greg said, "One thing that's great about Corsica is their ability to help with policies. You've got that knowledge, what you've seen in the world. You guys have reviewed our policies, and you've helped us develop policies."

And how does Corsica stack up in terms of pricing? Greg explained it this way. "As people look for MSPs, everyone wants to do things the least expensive way. It's not always the best. I have to give Corsica credit for that. Your services are right in the range for pricing. Everything is done professionally and to a high standard. When you start looking at a low-cost provider, you're missing out on expertise."

We asked Greg to elaborate. "Corsica comes in and wants to build a partnership, as opposed to just a sale," he said. "You aren't just selling me hardware or a service. It's a service, but you have some teeth in it as well. You guys provide a great service for the amount we pay. I hope to continue our partnership for years to come."

**"It's Corsica's expertise that makes the difference.
We just don't have the resources to provide that.
And being there 24/7 is a huge help to us."**

Greg Sopcak | 1st VP of IT | Southern Michigan Bank and Trust



ABOUT CORSICA TECHNOLOGIES

Corsica Technologies is a strategic technology partner specializing in consulting and managed services. With an integrated team of experts in cybersecurity, IT services, AI solutions, digital transformation, EDI, and data integration, Corsica offers comprehensive coverage and unlimited service consumption for one predictable monthly price—whether fully managed or co-managed.

YOUR TRUE TECHNOLOGY PARTNERSHIP STARTS HERE

Schedule a free consultation with our specialists to learn how technology can enable and transform your business.

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