

Managed IT services provider supports local bank's technology needs.



Business Profile

Bankers' Bank of Kentucky (BBKY) is a locally owned, non-competitive banks, serving more than 200 community banks in Kentucky, Illinois, Indiana, Tennessee and West Virginia. Founded in 1988, BBKY is the largest organization of its type in the region, and one of only 22 bankers' banks in the United States. On a daily basis, BBKY handles an average of more than \$2.6 billion in volume.

The Challenge

In 2012, BBKY experienced a broad array of technology challenges that threatened to undermine critical business operations.

According to Bill Fallon, previous CEO and current member of the board of directors of BBKY, a dearth of memory space was one of the most pressing problems. BBKY's computer system could not support the rapidly increasing volume of information the organization was responsible for. Additionally, internal resources did not possess the adequate skill or preparation to support an unstable IT environment.

BBKY was also in need of a new, improved disaster recovering offering. That year, an unfortunate situation led to the BBKY core systems shutting down and their disaster recovery solution failed. The company discovered that, in a best-case scenario, it would take a minimum of six hours to regain functionality, even on a rudimentary level. Considering the capital and information BBKY processes every day, such failures could be catastrophic. While the consequences of this incident were not devastating, Fallon determined a more reliable, robust solution was needed for the organization's IT infrastructure.

The Solution

To address their technology challenges, BBKY turned to NetGain Technologies and its Technology OneSource program and hardware solutions.

Technology OneSource is NetGain Technologies' premier managed IT services offering. This holistic solution incorporates many of the IT solutions a business will need to achieve their short-term and long-term goals. Features of the OneSource offering include 24x7x365 help desk support, cloud computing, proactive support and more. Added to the solution is managed security offerings, as a proactive approach to protecting data.

With Technology OneSource, NetGain experts work directly with the business to develop a unique, comprehensive IT services plan that is optimized to meet that organization's specific needs.

For BBKY's purposes, one of the most important IT services offered in this package was a new disaster recovery solution. Relying on cloud computing technology, NetGain Technologies' managed disaster recovery service enables a quick, easy recovery following a natural or man-made disaster, or system failure.

BBKY's computer system was simply not able to keep pace with the quickly increasing volume of information for which the organization was responsible.

The Results

By working with NetGain Technologies, BBKY was able to improve its operations across a wide range of capacities. Regarding disaster recovery, the organization is now able to get up and running in 20 minutes -- a significant improvement over six hours. Furthermore, NetGain Technologies' hardware and managed IT solutions enabled BBKY to greatly simplify and streamline its IT infrastructure, which produced significant benefits.

NetGain supported BBKY through several key hardware improvements. Amongst the most significance were:

- Two "HP Proliant DL360 G8" servers
- Microsoft Client Access Licensing
- "VMware vSphere 5.1 Essentials PLUS" virtualization software
- "Veeam Backup and Recovery Standard"
- Two "Barracuda Backup Server 690s"
- One Cisco switch

BBKY was provided with options for several key hardware improvements. The most notable of these is the Cisco switch. A 24-port Gigabit managed network switch, this device enables BBKY to connect up to 24 networked devices at a given time. Critically, this Cisco switch prioritizes data flow via a variety of traffic-shaping mechanisms. This helps to ensure that video teleconferencing and other heavy-traffic communications feature maximum clarity. Additionally, the switch's robust management functions are easy to access through a number of clients, and its internal monitoring software tracks each and every operation that occurs on the network.

"[F]rom the OneSource product, it evolved into us basically ultimately replacing our system," said Fallon. "[W]e needed new servers and we went through a virtualization process, which is a whole new concept to me as a CEO. And really, the new hardware that we have took the place of some four different servers. They are all functioning in one unit now, and that did give us some cost savings over what we would have done had we had to replace each server one at a time."

As far as expertise goes, BBKY now has access to the experience offered by NetGain Technologies' industry leading IT professionals. They provide around-the-clock support for BBKY, ensuring any technological hiccups are detected and responded to as quickly as possible. Additionally, NetGain offers strategic advice and guidance as BBKY continues to develop its security protocols, disaster recovery plan, and other technological roadmaps.

"Because of this technology, frankly, I have a better comfort level with our being able to serve our customers," said Fallon. "[T]his new system is just so much easier to utilize. Plus, the support that we get from NetGain is just incalculable . . . I could recommend NetGain Technologies to any one of my customers, and frankly, we already have in a number of instances because of the professionalism that they all display from the top to the bottom."

By embracing NetGain Technologies' hardware and managed IT offerings, BBKY has revitalized its capabilities, enabling it to continue to serve its community and clients today, and well into the future.

**Netgain
Technologies
managed disaster
recovery service enables
a quick, easy recovery
following a natural
or man-made
disaster or
system
failure.**

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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 South and Central 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.