

CASE STUDY:

Aggressive growth creates unique IT challenges. Here's how Zivaro solves them.

A large scale banking institutions aggressive growth and its next-generation banking goals joined together with a technical talent gap to create a perfect storm. The hurdle not easily overcome by internal teams is connecting new bank branches to the network in a defined and repeatable process.

ADDITIONAL CHALLENGES:

- The Banks legacy infrastructure made it impossible to scale network resources for growth and next-generation banking.
- The Bank must have 24x7 uptime.
- They need to be able to add new locations securely.

The bank's next-generation banking services strategy is designed for aggressive business growth and relevance in an increasingly competitive marketplace. The plan is also intended to provide next-generation banking solutions like interactive teller machines and advanced mobile banking.



100+ year old institution needed help optimizing technical infrastructure due to aggressive M&A goals



2017-2019 Growth: \$8B -> \$20B+



2010-2020: The bank acquired 14 regional banks



2020: The bank operates more than 200 locations

Zivaro solves contemporary business challenges with modern technologies.

A large banking institution needed a best-of-breed partner to provide project-based services, an IT strategy, and to manage IT operations.

THE SOLUTION:

Zivaro created technical standards, designed a resilient **SD-WAN** architecture using Cisco Meraki, and developed an onboarding methodology for new locations.

We also assumed the role of **managed services** provider to meet the banking institutions 24x7 uptime needs. Zivaro worked with the bank to create a standardized framework for connecting new sites with the design and implementation of a 200+ site SD-WAN solution, and we manage the network 24x7x365 through our **Network Operations Center (NOC)**.

Zivaro also oversees traditional capacity planning, **ISP management** and escalation, and vendor maintenance. We are the network concierge across hardware, wireless, carrier, and cellular network relationships.

OUTCOMES:

- 99.99% uptime and availability to ensure 24x7 visibility for the banking institutions personnel.
- Over \$2.7M saved in Telco charges.
- Branch outage durations reduced by 57%.
- More than \$750k in OPEX avoidance.

THE OUTCOMES SPEAK FOR THEMSELVES.

Through our SD-WAN design and rollout, and our 24x7 management and network concierge services, we've been able to meet the aggressive new location onboarding timeline of the banking institution. We've also exceeded their objectives for security and uptime.

Zivaro saved the bank over \$2.7M in Telco charges by evaluating and resizing circuits, negotiating contracts, and by providing ongoing circuit strategy and capacity management.

Our proactive network management and monitoring have reduced the banks branch outage durations by 57%, and we've helped avoid \$750k in OPEX.

OUR EXPERIENCED ENGINEERS AND ARCHITECTS ARE READY TO SUPPORT YOU