

### **First State Bank integrates 11 branches and reduces monthly telecom costs 60%**

#### **Bank Overview**

First State Bank is a full-service community bank focused on providing excellent customer service. Created with the merger of three banks in 2004, the bank now operates branches in 11 Nebraska locations.

With strategic investments in technology, the bank ensures customers the latest and best banking products. In addition to technology, the bank prides itself on retaining quality employees, and the involvement of both its employees and officers in civic organizations and community functions.



#### **Challenge**

The bank instituted a systematic plan to integrate all applications and data networks across locations after its merger in 2004. While bank and customer information could now be accessed at any of the branches, the phone systems varied in type and age at every location.

Maintaining different phone systems and services at every location was costly and limited customer service enhancements First State Bank planned to make. First State Bank began looking for a telecom solution that would:

- Decrease carrier, equipment and administrative costs
- Integrate all 11 branches to function as a single bank
- Centrally administer extensions and settings at any branch without going on site
- Provide managers with tools to measure and monitor interaction with customers
- Easily scale to accommodate continued expansion and future requirements

#### **Technical Requirements**

First State Bank managers met Brian Gregory, President of Network Innovations, at a Nebraska Bankers Association meeting where he was presenting bank communications solutions. Network Innovations and First State Bank worked together to implement a solution that would meet the following requirements:

- Utilize the bank's private data network to transmit phone calls using Voice over IP
- Reduce hardware and centralize all telephones back to the bank's data center
- Allow the IT staff to make all moves, add and changes from a single application
- Provide a software based solution for future expansion and increased requirements

# Success Story

## AltiGen Communications and First State Bank



### Solution

First State Bank managers reviewed multiple telecom solutions. The IT staff and bank management chose AltiGen for its software based design and high value vs. cost. In addition, the bank viewed AltiGen's partnership with bank technology leader Fiserv as strategic to long term plans.



The AltiGen software solution was installed at the main branch and data center in Lincoln, Nebraska.

Voice over IP telephones were then quickly connected to the bank's data network at all 11 locations.

"We installed the system at the main branch, and then deployed and trained the other 10 branches in five days." said Network Innovation's Brian Gregory. "We've been doing this for 12 years, and AltiGen is the only solution of this capability that could be deployed and implemented in such a short amount of time."

- Software based solution installed at bank headquarters and data center
- VoIP telephones connected to bank's private data network at all 11 locations
- IT Staff trained to self administer and employees trained to use phones and software
- Centralized system decreases number of required phone lines and toll charges

### Results

"Our monthly phone costs decreased from \$6,000 to \$2,400 a month," said Assistant VP of Information Systems Andrew Cooper. "The AltiGen IP phone system and Network Innovations were the right fit for our institution, and from planning to installation and training, Network Innovations was there to help."

"The AltiGen system allowed us to build a foundation for future growth and unify communications. Our AltiGen system is easy to use, and administer. Immediately we saw efficiencies and reduced cost. We will definitely use AltiGen technology and Network Innovations for future projects."

### Summary of Benefits

- AltiGen's software based solution provides scalability and improved functionality
- Integrating locations decreases telecom costs and improves customer service
- Voice over IP allows all employees to work as if they were in the same location
- A centralized software solution allows the IT Team to be in control of changes
- Future changes and enhancements can be done through software upgrades instead of costly hardware replacements

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