

TotalCare Solutions: Four Oaks Bank & Trust

■ Established North Carolina bank reduces costs, improves service levels for its employees, and mitigates risk by expanding relationship with Alphanumeric.



TotalCare Services

Depending on the client's overall support needs and internal resources, Alphanumeric's integrated TotalCare offerings span the IT infrastructure's technology lifecycle, from planning and procurement through technology refresh and disposal. Many of our solutions can be offered at a fixed price per device/user, per month. Each solution can be customized to satisfy the specific management and support needs of our client's environment. Synchronization of multiple services ensures coordination, enables economies of scale, and allows the client to utilize their resources strategically and effectively.

About Four Oaks Bank

A state chartered bank with over \$476 million in assets and more than \$376 million in deposits, Four Oaks Bank is a full service financial institution committed to providing their customers with modern banking products and services without sacrificing the quality, personalized service they expect and deserve from a true community bank.

A History of Success

Four Oaks Bank selected and deployed Alphanumeric's TotalCare help desk offering in the spring of 2005. This original initiative had two primary goals: 1) improve end-user service levels through a structured help desk and 2) offload tactical IT support issues from existing IT staff—allowing them to focus on projects that provide greater business value to the Bank. After the initiative demonstrated significant business value, the Bank began to search for other IT management areas that could be out-tasked to a 3rd party provider.

Additional Pain Points Identified

The Bank identified two aspects of their IT management that were proving to be problematic and costly—particularly in light of ongoing regulatory compliance efforts. The ever-present, time-consuming efforts surrounding patching software and the ongoing management of server platforms were straining the Bank's IT resources. The server management included configuration auditing and access reporting that had been recommended by the Bank's auditors. This workload was impairing the effort of the IT staff to address more pressing business needs in a timely and consistent manner. Subsequently, the Bank approached Alphanumeric to determine how TotalCare could solve these challenges in a cost-effective and comprehensive fashion. ▶

Four Oaks' Builds upon Help Desk Foundation

After consulting with Alphanumeric about their needs, the Bank chose two additional TotalCare offerings: Patch Management and Server Management. The Bank sought to leverage Alphanumeric's existing understanding of their specific environment and business needs so that a comprehensive IT management strategy could be formulated. Four Oaks Bank now contracts the following services from Alphanumeric.

Help Desk: Bank employees call a dedicated telephone number to access Alphanumeric services and support. The Alphanumeric help desk tracks all calls from 'open' to 'close' and routes calls to internal Four Oaks Bank support personnel or other third-party service providers as-needed.

Remote Monitoring, Diagnostics, and Remediation: The solution proactively monitors server platforms, network devices, and desktops that the business systems and employees rely on. Alerts are generated by the TotalCare management systems when certain performance levels of the environment are threatened and help desk agents can then perform diagnosis and remediation before business systems and users are adversely impacted.

Patch Management: All devices covered by the TotalCare program are scanned for compliance with the latest patches and software releases. If deficiencies are identified, the patches are validated and deployed so that the Bank can rest assured that any security exploits that rely on patch deficiencies will be foiled.

Server Management: The servers at Four Oaks Bank are remotely monitored and managed so that they can remain at the highest levels of security, performance, and availability. Customized reports are generated on a regular basis that validate the Bank's approach to IT management while also satisfying provisions of the Gramm-Leach-Bliley Act and the Sarbanes-Oxley Act.

The Bottom Line

The TotalCare solution affects all of the business areas identified by Four Oaks Bank for improvement: enhanced service levels,

risk mitigation, regulatory compliance, and a lower total cost of ownership (TCO) of their IT environment.

Says Dale Montgomery, IT Director for Four Oaks Bank, "Our organization needs to focus on what we do best, which is to provide our customers with modern banking products and services without sacrificing the quality, personalized service our customers expect and deserve from a true community bank. Alphanumeric's TotalCare services ensure that we have the stable, secure, and efficient technology to do just that."

Enhanced Service Levels: TotalCare enables the Bank to offer consistent service levels for all end users and reduces the time spent by bank personnel on resetting passwords and other tactical issues. The enhanced performance of the computing resources has positively impacted the productivity of bank employees.

Risk Mitigation: TotalCare has proven to be a constant sentinel of the Bank's IT security through a combination of patch management, configuration management, and vulnerability audits.

Regulatory Compliance: Faced with growing regulatory compliance needs, Four Oaks Bank leverages TotalCare as one of the tools used to audit them in regulatory compliance and best practices.

Lower TCO: The implementation of IT management best practices and processes along with the expertise of the TotalCare team delivers cost reductions while maintaining Four Oaks Bank's quality and performance expectations.

About TotalCare

TotalCare is a low-cost suite of IT Management offerings designed specifically for small to medium-sized organizations. Building on its 26 years of industry experience, Alphanumeric is well positioned to provide this simple, affordable technology solution to small and medium organizations allowing them to remain focused on achieving their business goals. Additional details about the TotalCare program can be found at www.alphanumeric.com/totalcare.

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