

Ironcore Customer Case Study



Server Hosting



Executive Summary

Company - Location

First National Bank - Ely, NV

Core Platform

Fiserv Precision®

Challenges

- No local or onsite IT support
- Suffering from network downtime
- Inadequate Backup and Recovery plan
- Lengthy resolution times

Solution

- Ironcore Hosted Network Management Plan
- Ironcore Hosted Contingency Service

Results

- Reduced downtime
- Faster issue resolution
- Improved IT compliance/audits
- Eliminate need for internal IT support staff

First National Bank of Ely Finally Finds Relief

First National Bank of Ely has a strong and long history servicing the folks in White Pine County, NV. In fact, FNB Ely is proud of the fact that they hold the oldest bank charter in the state of Nevada. Originally opened in 1907, they have been serving their community for well over 100 years. Located in northeast Nevada, Ely has a population of about 4,000 people. The bank is strong financially and has a stable client base.

FNB Ely's Challenge

Whether you like it or not, community banks are now quasi-technology companies facing an increasingly complex and sophisticated IT environment but they simply cannot operate if their computers, networks and infrastructure aren't functioning properly. To make matters worse, banks need to remain competitive with other financial institutions in offering new technology dependent services like Mobile Banking and Real-Time ATMs.

First National Bank of Ely (FNB Ely) is located in very rural Nevada. The closest metropolitan areas with populations larger than Ely, are Las Vegas, NV and Salt Lake City, UT each about 250 miles and at least 3½ hours away.

There is no local company providing IT support in Ely, Nevada and the travel charge for an on-site visit from their telephone provider was \$2,500! And that was just to get there! The bank was suffering from system downtime, prolonged issue resolution time and they spent too much time and focus on their technology and IT infrastructure instead of serving their community's banking needs.

"Even though Ironcore is more than 1,500 miles away, they are able to monitor and support our IT systems far better than we were able to do it on our own. Their expertise and dedication have improved our downtime and provided much quicker resolutions to any issues that arise. Quarterly TechnologEASE meetings with Ironcore and our staff help us prepare for the future, prepare for regulatory audits, keep our Board of Directors informed and review our IT performance. Through their support, our confidence in our IT systems, IT procedures and IT development plans have never been better!"

Jackie Hanson
VP of Operations
First National Bank of Ely

Ironcore to the Rescue

Almost immediately upon signing up with Ironcore's Network Management Plan, the bank saw improvements in reduced downtime, faster issue resolution, and more improved IT compliance. Remote tools allowed Ironcore's techs to log into FNB's network and immediately discover a number of software, configuration and hardware issues that were causing performance issues and downtime. Quarterly TechnologEASE meetings reviewed network performance, pinpointed patching, malware and software concerns, identified attempted malware attacks from the internet and kept the bank up-to-date on current compliance and

Cyber Security topics. Ironcore also worked with the bank's auditors and examiners and assisted in improving the results of these audits and exams. Without ever having been on-site Ironcore was able to resolve all of the bank's IT issues in short order.

"The people at Ironcore are the greatest! They are very responsive and knowledgeable. It is so nice to know that in one phone call, our questions and/or issues will be resolved, and by people who know our staff and infrastructure so well that we think of them as part of our bank family."

Jackie Hanson
VP of Operations
First Nation Bank of Ely

Ironcore's Managed IT Services



Results

When it was time to replace their Windows servers in 2015, FNB Ely was so happy with Ironcore's performance, they decided to move from a Managed Network Plan to the Ironcore Hosted Server Plan. This plan eliminated all the servers located at the bank; the core servers and the Windows servers. As part of the Hosted Server Plan, FNB Ely

was to move their IBM AIX server from Ely, NV to Ironcore's data center in La Crosse, WI. In March 2015 several Ironcore team members made the trip to Ely to pick up and transport FNB's core server back to La Crosse. The bank staff made the Ironcore folks feel right at home by showing them around their community. As it turns out, Ely

is a beautiful town, with a long and interesting mining and railroad history. That one visit was the only time in all of the years that Ironcore and FNB Ely had worked together, that Ironcore team members were ever on-site! All other support had been provided remotely by Ironcore from fifteen hundred miles away.

About Ironcore

Founded more than 10 years ago by technology leaders from the Fiserv Precision® Data Center Team; Ironcore has developed a national presence helping community banks across the country manage the security, performance and scalability of their hardware, software and network resources. Located in Onalaska, WI our state-of-the-art data center is SOC2 audited and FFIEC examined. Community banks of all sizes rely on the Ironcore portfolio of managed services to maintain a high-performance IT infrastructure that is secure, compliant, robust, reliable and optimized for maximum speed and efficiency.



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