THE BANK OF PRINCETON MODERNIZES NETWORK AND VOICE INFRASTRUCTURE WHILE LOWERING COSTS BY 35%

Increased bandwidth, network security, performance, reliability and resiliency with simplified management

CUSTOMER PROFILE

- Publicly traded community bank
- 14 locations in NJ and PA
- Approximately 220 employees
- Scope: voice, data, internet, firewalls, and Customer Premise Equipment (CPE)

CHALLENGES

- Outdated, slow network architecture
- Insufficient bandwidth and resiliency to meet business needs
- Locked into a single service provider with suboptimal support and response times
- Constrained resources

SOLUTION & RESULTS

- Fully Managed, dual node SD-WAN, MPLS, and DIA/Broadband architecture

- Managed Firewalls & Network Managed Services for every location

- 35%, $180K annual savings on voice, data, Internet, and CPE

- Increased aggregate bandwidth by 20X

- Consistent architecture across all locations

- White-glove implementation with 24x7x365 post-live proactive management and support

CHALLENGE

The Bank of Princeton's legacy voice and data network was in disarray. All locations had outgrown their bandwidth capacity, and simple moves, adds and changes required an arduous ticketing process with lengthy response times. When problems occurred, the bank's IT team had little to no visibility into the troubleshooting process, and downtime was often lengthy, resulting in lost revenue and reputation.

PROCESS

The Advantage team gathered invoices and other source documents, interviewed IT staff, and constructed a current state analysis of The Bank of Princeton's infrastructure. In collaboration with the bank, the collective team designed a future state architecture, with project divided into two tracks. Track One addressed Network, SD-WAN, Connectivity Services, Hosting, Firewalls, and Internet. Track Two focused on voice.

A total of 36 different scenarios were solicited and considered from over 20 different service providers whom the team felt could best address the requirements. After comprehensive analysis of all the proposals received, the combined Advantage and Bank of Princeton team selected four finalists.

Multiple collaborative sessions were then held involving The Bank of Princeton, Advantage and the final four providers. Eventually Nitel was selected for Track One and CallTower for Track Two. Both were selected because of their strong presence in the banking industry, their industry leading SLA's, and the cost-effectiveness and robustness of their fully managed solutions.

RESULTS

The move to dual-node SD-WAN and hosted voice upgraded The Bank of Princeton's infrastructure across all locations to a more resilient, more secure, and much more scalable solution. The Bank of Princeton was able to increase bandwidth by over 20X, dramatically reduce risk by implementing dual-node circuits at all locations, increase speed-to-market and agility, reduce maintenance and operating costs—all while saving 36%, $180K/year.

GOING FORWARD

In addition to providing ongoing, dedicated account management and support, Advantage continues to work with The Bank of Princeton to explore other areas to add value, such as LTE Failover, migrate to the cloud, mobility expensive optimization, as well as helping The Bank of Princeton evaluate emerging technologies.

Monthly Current vs. Proposed

Bar chart comparing Voice & Data costs. Current: $42,000. Proposed: $27,000. Legend: Current, Proposed.