

Banking customers want a variety of ways in which to interact with their financial institutions, and they demand 24x7x365 access. No excuses.

CASE STUDY

Fidelity Bank, located in Edina, Minnesota, is an independent, privately owned business bank founded in 1970, with assets of over \$450 million. It provides commercial loan services, including working capital lines of credit, term loans, asset-based lending, real estate loans, ESOP financing, to small-to-midsize companies.

Fidelity Bank is also an SBA Certified Lender, and serves mortgage clients in Wisconsin, Colorado, Kansas, North Dakota, South Dakota, Texas, and Utah.

Fidelity Bank realized that their customers wanted a variety of ways in which to interact with the bank, and they committed to take proactive steps and ensure that they could meet their clients' needs 24/7/365.

They recognized, however, that with only one Internet connection at the time, they needed to upgrade their network to ensure they were always providing connectivity options to the bank and its services.

To provide their customers with more guaranteed access options they went to a local wireless carrier that provided them with a wireless avenue for their customers to connect to the bank in addition to their existing wired network.

"With all the ways customers now have to contact us we want to make sure that all lines of traffic are available to them without so much as a hiccup," said Mark Griep, Fidelity Bank Network Administrator.

To provide the bank with the requisite level of network redundancy, resiliency and failover for both access options they turned to Ecessa, whose PowerLink, or, "the brains," as the bank called the appliance, gave them:

- The ability to easily and seamlessly switch connections between the wired and wireless networks without customers ever knowing that a switch took place
- The comfort of knowing that most of what happened on the network was done automatically, issues were resolved and the bank was notified via email updates



"We're kind of a 'set it and forget it shop', and PowerLink does its job without any intervention, and we like that."

"The support from Ecessa is phenomenal. We're talking to real, knowledgeable people, who know networking."

"The PowerLink is a solid solution that does what it is supposed to do, and it hasn't let us down."