WE

Regional bank invests in Windstream's SD-WAN and Dynamic IP to improve network resiliency and performance

A regional bank that provides banking, lending and financial services to clients through dozens of branches experienced rapid growth and needed to modernize their outdated network and communications services. They wanted to upgrade their network and voice-calling infrastructure to provide the highest-quality service to their financial customers. Partnering with Windstream enabled them to avoid costly outages and eased the burden on their IT staff.

At a glance

Industry

Regional bank

Customer

30+ branch locations

Two data centers

Challenges

Legacy network and voice systems

Lack of resiliency

Data center outages

Insufficient bandwidth

Overburdened IT team

Solutions

SD-WAN

Dynamic IP

Cellular Broadband

Remote Reboot

WE Connect

Results

Resilient connectivity

Reliable voice communications

Reduced outages

Eased burden on IT staff

Connectivity to count on

The bank's information systems ran on an MPLS network that only had one connection and lacked resiliency due to that single point of failure. The company experienced 2-3 severe outages annually at one of their data centers, crippling operations as the applications required to support customers became unavailable.

"The MPLS connections didn't have the bandwidth to support the increasing demands for additional apps and the desire for faster performance," said the bank's chief technology officer. "Our systems need to be running at 100% uptime."

The bank opted to implement SD-WAN with multiple access connections at the branch locations for added resiliency. Windstream provides all the access connectivity, and the typical deployment includes a primary high-bandwidth fiber connection, a secondary cable connection and a tertiary cellular broadband connection, with all three in an active configuration.

To ensure resiliency at their two data centers, the bank deployed two SD-WAN devices in a high-availability (HA) mode with diverse dual-fiber connections.

Multiple high-bandwidth fiber connections from Windstream deliver ample bandwidth and fast response times to support the ever-increasing use of new applications, keeping employees productive and improving the client experience.

> *"Windstream is a trusted partner, and we consider them as an extension of our IT team."*
>
> **Chief Technology Officer**
> Regional Bank

"I'm confident that, when we need more bandwidth, Windstream will be able to deliver," the CTO remarked.

The bank's network support team uses the WE Connect portal on a regular basis to monitor performance and manage service tickets.

"Without access to technology, the bank simply cannot function. When we had outages in the past, it was crippling," the CTO added. "Windstream SD-WAN significantly improved resiliency across the entire bank.

"When a connection fails at a branch office, our employees are not even aware," he said. "And since all connections are fully managed, the Windstream technical support teams can take immediate corrective action behind the scenes."

Cashing in on improved voice traffic

The banks voice-calling systems depended on Primary Rate Interface (PRI) lines. During severe weather events, those PRI lines went down, and it was a slow, challenging and frustrating process to get them up and running again.

Windstream replaced the PRI lines with Dynamic IP, a SIP solution, to support the banks on-premises voice solution. The SIP voice traffic traverses the SD-WAN, which prioritizes it for the highest quality.

"Our voice communications are now reliable, and outages are a thing of the past," the CTO commented. "Windstream SIP has proven to be a great solution for us."

Banking on a streamlined IT team

With a relatively lean IT team, the bank wanted to minimize the number of times their IT staff needed deploy to the branch locations for routine maintenance.

Fortunately, with the Windstream Remote Reboot service at all locations, IT can remotely reboot the SD-WAN appliance as necessary, without the need for an onsite IT specialist.

"Before Windstream installed SD-WAN, I was spending too much time chasing problems," the CTO reflected. "A big part of the appeal of this solution is that my team can focus on board-approved projects to improve the business instead of routine maintenance tasks."

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

"I have a fantastic relationship with the Windstream support team. They are highly responsive and work to quickly resolve any issues we have."

Chief Technology Officer
Regional Bank

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