



CPI Customer Success Story

Sawyer Savings Bank



Technology Management for Optimal Performance, Security & Cost Savings

Leveraging CPI's expertise in capturing true IT value, mitigating risks and reducing costs, Sawyer Savings maximized existing investments and optimized IT performance while incorporating emerging technologies.

Industry: Banking

Business Challenge: Limited IT resources, complex network needs

Business Solutions: Proactive Management Services; Disaster Recovery and Business Continuity Planning; Virtual Desktop Initiative

Overview

Sawyer Savings is a well-respected community bank located in Saugerties, New York. With three branch locations, Sawyer Savings manages personal and business banking, residential and commercial lending and insurance investments. Their total asset size of \$188 million places them comfortably in the small to medium size regional bank category.

Since 1871, Sawyer Savings Bank has taken an active role in the community. Working with depositors and the community in building homes, creating jobs, aiding capital expansion and helping the area and its people to grow and prosper. Their motto is *"we understand true success comes from long term relationships with the local people and businesses we serve."*

"CPI has been integral in helping us incorporate new technology. They are our trusted advisor – bringing the field experience and knowledge that provide tremendous value. You can't put a price on that."
James Whitaker, Sawyer Savings

CPI and Sawyer Savings Bank have a long term relationship that has been successful for over a decade. During that time period, CPI helped Sawyer achieve their business objectives by solving complex



problems through the use of technology. In addition to traditional network design and support services, CPI has worked with Sawyer to design and implement disaster recovery and business continuity solutions to ensure they meet their clients' needs every day.

The IT Challenge

As a trusted regional bank with three branch offices, including residential and commercial lending, Sawyer Savings saw the need to manage their sensitive data securely and efficiently between locations. With the financial services industry so heavily regulated, auditing, compliance and security are an important part of their business. Protecting customer assets, information and privacy is something the bank takes very seriously. With limited IT resources, Sawyer needed a partner to rely on for strategic planning and implementation, systems integration and support to help manage all of their servers, storage, security and networks.

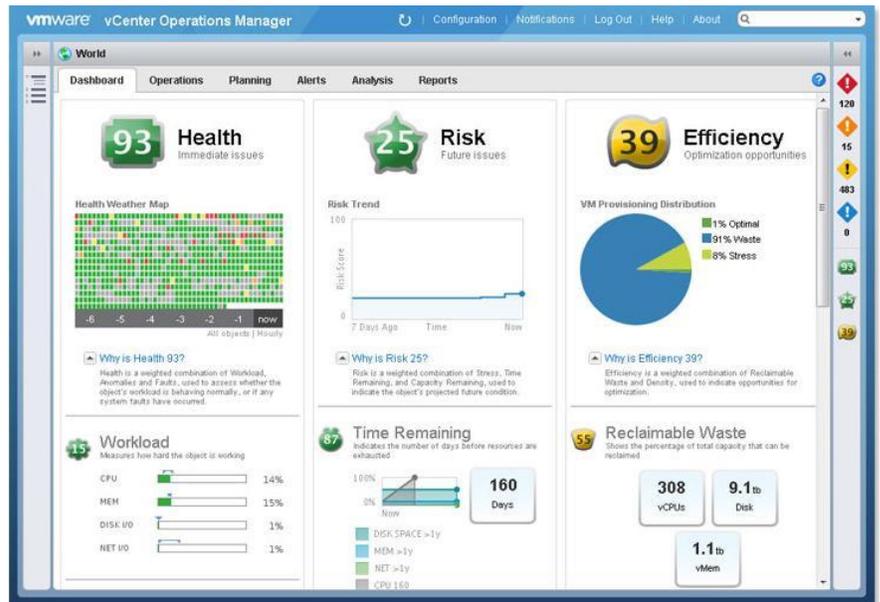
“As a small to medium business, we needed everything from basic Exchange management to advanced network engineers,” recalls James Whitaker, Vice President and Chief Information Officer for Sawyer Savings. “We couldn’t afford to keep that level of technologist in-house, nor did we want to. We wanted to work with someone who could provide those advanced services like network virtualization, implementation and monitoring, and who could also provide every day help desk support to our growing business. CPI has done all of that for us over the years - saving us a lot of time and money.”

Delivering a Network Health Check-Up

Through their Proactive Management Services, CPI offers a customized solution designed to help financial institutions like Sawyer Savings maintain information technology systems with regards to industry best practices. The fully automated monitoring and alerting of health, availability and performance of infrastructure and services is designed to streamline operations. By relying on CPI for the ongoing support and maintenance of their information technology assets, the banks staff is freed to focus on strategic business initiatives that grow revenue and improve customer satisfaction.

CPI’s remote Network Monitoring and Audit System manages all of the banks’ networks and alerts Sawyer if there are any security or performance issues that need to be addressed. On a quarterly basis, a remediation list of issues and solutions is developed and shared with the Sawyer team. A senior engineer is onsite to meet with the bank and provide a proactive report on network activity, servers and hardware to review what is running smoothly and where they may need help.

By establishing an initial baseline “health” score for the banks networks, CPI can then monitor all day to day network activity and compile the results in their quarterly report – including a C-level dashboard tool that allows executives to better understand their network needs, justify expenditures within IT and plan for budgets in the future.



“Because I moved into a more administrative role at the bank, I

had a greater need for tools and reports that give me a sense of control without being in the day to day operations,” says Whitaker. “The CPI reports and dashboard give me an overview of what is going on and allows me to drill into the details if necessary.”

For example – if the bank’s storage capacity needs to be upgraded in 2016, the company has a documented performance history to refer to analyze trends and prepare for additional expenditures – with no surprises. “This is a great C-level tool,” says Dave Fribourg, Client Business Manager at CPI. “With a dashboard, managers can review network performance and issues while comparing to a benchmark number. This allows IT departments to justify IT expenditures and help managers plan for IT budgets in the future. We take all of the guesswork out of updating IT.”

CPI’s senior level engineers are on-site quarterly at Sawyer to help make recommendations based on past performance and emerging technologies. With improved information for better IT resource planning, the Sawyer management team has increased the predictability of their network management costs – saving them money in the long term.

Ensuring Disaster Recovery and Business Continuity Planning

CPI monitors and manages cloud services and websites as well as hosted infrastructure to quickly identify and correct any performance issues to ensure Sawyer can deliver the excellent customer service for which it is known. CPI uses fast connections to any network device and extensive remote management tools to fix problems without opening ports or firewalls.



By ensuring the bank has consistent back-ups they are covered in case of disaster and can recover files quickly. With reduced business interruptions and increased network uptime, employees can be more productive and responsive to their customers – whether at a branch, or via their online banking system.

Sawyer also benefits from the CPI Help Desk should any issues arise. “The benefit of working with a company like CPI is their high-level of support and expertise,” says Whitaker. “They bring in top-level specialists when needed who are fantastic at solving issues. When we have an issue, they can tell us why a solution we have may or may not work for us – they have usually done it before and have the experience to know when a solution will work long term, or more importantly when it won’t.”

“The support we receive from CPI is tremendous. From impressive helpdesk troubleshooting support to advanced level engineering, they are always responsive, organized and ready to solve any issue we may have.”

James Whitaker, Sawyer Savings

Moving Towards the Future

Continuing their 10 year relationship, Sawyer Savings and CPI are currently implementing a new Desktop Virtualization Solution. This solution allows the same look and feel for users from each branch location – giving them a consistent profile and access to their work space - wherever they are. Users can access their virtual desktop and subscribe to corporate applications on-demand from any PC, Mac, thin client, tablet or smartphone. This enables device flexibility, business continuity, and user mobility. All applications are seamlessly integrated into a single interface, so users only need to log on once to have secure access to all their applications.

CPI can deliver every type of Virtual Desktop Infrastructure (VDI)—from simple and standardized, to high-performance and personalized—using a single solution specifically tailored to meet the performance, security, and flexibility requirements of each user. This helps keep the corporate environment secure while allowing employees to access their personalized profile desktop from any branch location. Many employees work at different branches; the VDI allows improved compliance with centralized control, delivers secure and consistent interface for increased productivity, reduces the support burden and centralizes data management.

Sawyer can now give their users encrypted access to desktops, applications, and valuable intellectual property from anywhere while eliminating the risk of data theft or loss, and increasing employee productivity while improving their employees day to day work experience.



The end result? Sawyer Savings has a greater degree of confidence in the lifecycle of their network and can proactively plan for a predict areas of concern, expense and growth. “Whether our clients need to add memory to their servers, upgrade their network, disaster recovery or business continuity planning or implement a new technology solution – we are there for them every step of the way,” says Fribourg.

“CPI is integral in helping us implement new technology” concludes Whitaker. “They are our trusted advisor – bringing the field experience and knowledge that provide tremendous value. You can’t put a price on that.”

Want to learn more? See how CPI can help you at www.comproinc.com

About CPI

CPI provides a complete portfolio of Hardware, Software and Services that tailor readily to your unique business and IT needs – today and in the future. We work with a host of technology partners, including Cisco, Citrix, HP, Microsoft and NetApp, to provide solutions for companies looking to boost security, enhance internal infrastructure and manage the rapidly growing mobile device market.

We bring our experience, best practices and tools to apply to your unique requirements and have developed a strong reputation in the Banking, Higher Education, State and Local Government and Services sectors. Computer Professionals International was founded in 1981 and today is one of the premier technology companies in the Northeast.