



Rondout Savings Bank Use Case – Data Center Fitness Program

Rondout Savings Bank is a state-chartered, mutual banking and financial services company headquartered in Kingston, New York. Rondout has five locations throughout the Hudson Valley. Rondout Savings Bank is consistently recognized by Bauer Financial, Inc. with the 5- Star Superior Quality Rating. This rating is only awarded to 10% of the financial service institutions in the country and distinguishes Rondout Savings Bank as one of the strongest banking institutions in the country.

Rondout, like most community banking institutions is challenged with supporting new technology initiatives with limited IT resources. Additionally, the bank is currently in the process of upgrading their core banking application to offer new services to their clients. These projects, coupled with stringent cybersecurity requirements from both the FFIEC and the NYS DFS make it very challenging to insure the current environment remains current.

Rondout Savings Bank had many technologies in our data center from a wide variety of manufacturers which complicated the operation of our IT environment. The bank faced increased regulatory requirements. We had a limited IT staff that was charged with many different responsibilities. On top of that, the bank had initiated several new IT projects around new applications and new business initiatives. Due to all of this, staying on top of the day to day care and feeding of our IT environment was a real challenge. We were in need of a solution would allow us to stay on top of the care and feeding of our network.

CPI performed a comprehensive Data Center Fitness Program assessment, a set of services and analytics designed to establish a baseline of the state of our current environment. This assessment provided me with tremendous insight into what was really going on within the bank's network. From there, CPI made a series of network recommendations to improve the general health of our computing environment. CPI also provided us a Network Health Score that gave us an overall numeric valuation of the health of our network. Because of the value we saw with the initial assessment, we decided to continue the program on a quarterly basis which greatly improved our visibility into the true health of our network and it allowed my staff to more effectively keep our systems running optimally. Additionally, we could track the progress we were making with the improvements in the network through use of the Network Health Score feature.

We were very impressed with CPI's Data Center Fitness Program. We were also amazed at how precisely it pinpointed areas of network congestion and latency. Not only did this help us focus our efforts in the proper areas of remediation, but it also helped me and my staff to make more informed decision around technology upgrade choices. There was absolutely no question what we need to do and, more importantly, why we were doing it.

We have found that this program greatly assisted in the understanding of the current state of our IT health and helped executive management understand why and where upgrades were needed. The findings from the assessments have helped us in our regulatory compliance efforts.

“CPI has been a valued business partner of Rondout Savings Bank for many years. They take the necessary time to try and understand our underlying business challenges. It is very important that the vendors we choose “know” us. CPI implements a disciplined approach at reviewing the performance of our network to help reduce any potential issues. The results of their efforts not only help us provide services to both internal and external users in a secure manner, but also allows us to budget for future capital expenditures in advance of compulsory capacity or lifecycle requisites.”

***Charles Cullen
VP, CFO Rondout Savings Bank***

With CPIs assistance via the Data Center Fitness Program, Rondout is now able to focus more on revenue generating and strategic initiatives. The serious attention to detail regarding our entire network infrastructure empowers us to enter periodic audits and examinations with a high degree of confidence. It is our goal to deem these audits as non-events.