



Think ADTRAN. Think Success.

ADTRAN Offers Reliable and Stable Network, for Fort Sill National Bank

Fort Sill National Bank (FSNB) has been serving the military and civilian communities since 1945. With 31 branch locations across the United States, FSNB has a steadfast commitment to delivering outstanding service to their customers all over the world.

The Challenge

Wanting to keep pace with evolving technology, FSNB needed to replace an unreliable, unstable, labor-intensive network with a solution that would increase uptime and help maintain the bank's commitment to delivering outstanding service. Realizing a MPLS migration was on the horizon, the organization also needed a solution that would enable the conversion without incurring additional hardware costs.

The Solution

FSNB standardized on a wide variety of ADTRAN products and solutions including the IQ 710, ATLAS 800 Series IADs, and NetVanta routers. Also advantageous for the organization is the outstanding technical support offered through the ADTRAN Custom Extended Services (ACES) program.

The Benefit

The ADTRAN solution is secure, dependable, reliable, and cost-effective. It is easy to troubleshoot and requires minimal IT resources to maintain a robust and highly available network.

Competitiveness in the banking industry delivers a lot of choices for consumers. To maintain profitability, every bank knows that reliable, high-quality service is as fundamental for success as is a diverse product range. Embracing their commitment to deliver the best possible service to their military and civilian customers, Fort Sill National Bank (FSNB) recognizes the importance of staying on top of technology and has invested in building a dependable network infrastructure to support its customers' needs.

Reliability is Key

The bank's top priority is making sure customers have access to their money and affirms that by keeping their network up and running 24/7. When a previous network solution proved unstable and unreliable, the bank knew it was time to investigate a more robust network solution.

FSNB's infrastructure became unstable, unreliable and required increased staff time to troubleshoot. Branches in remote locations experienced increased downtime and hardware failures. Limited technical support and a lack of resources to keep the network up and running spurred the need to look for alternate solutions.

"We were having problems just keeping our equipment up and running. That's when we made the decision to start looking at other vendors," explained Raymond Reynolds, vice president of information technology for FSNB.

"We tested a few sites on ADTRAN® equipment and after six months, we were so satisfied in terms of cost, network reliability, and technical support that we began the process of switching out all of our equipment to ADTRAN."

ADTRAN Network Brings Added Benefits

With a frame-relay core and point-to-point T1s, a gradual migration to an all-ADTRAN network began by replacing every internal existing DSU/CSU on the network with ADTRAN IQ 710™. Shortly

after, ADTRAN NetVanta® routers were put in place followed by an ATLAS™ 800 Series Integrated Access Device (IAD). FSNB began to realize the benefits of an ADTRAN network immediately.

"The easy programmability of the ADTRAN routers allowed our bank tellers complete the installation,"

said Reynolds. "This saved us the cost of sending a technician on site at each location. Now, our network is far easier to troubleshoot and downtime is almost non-existent."

Now experiencing an estimated 99 percent uptime, tellers at the local branch level no longer deal with the frustrations of a downed system and can better service bank customers. Military personnel who need to access money through ATM machines, are now able to effortlessly access their money, enabling the bank to deliver on their service commitment to their customers.

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Raymond Reynolds
Vice President of
Information Technology
Fort Sill National Bank





ADTRAN Custom Extended Services

is a comprehensive and flexible installation and maintenance services program designed to protect your network from unnecessary downtime. With ACES protection, if something should go wrong with the ADTRAN equipment in your network, you are guaranteed immediate access to fully-trained, ready-to-assist technical experts for use by carriers in bundled service offerings.

Installation

On-Site Installation Service

The ACES organization schedules a field engineer to install ADTRAN hardware on a customer premise. The engineer will review the application prior to installation; mount, configure, and program the hardware; test to assure proper operation within the customer's network; and coordinate operations with all necessary personnel. To coordinate services, personnel, equipment, and to ensure a smooth installation, at least five business days notice is required.

Remote Installation Service

ACES will schedule a Technical Support engineer to be available by telephone to assist in installing ADTRAN equipment. ADTRAN will review the application, guide the customer through hardware and software programming, and assist in testing to assure proper operation in the customer network.

Maintenance Service

A number of maintenance plans are available through the ACES program. For more information visit www.adtran.com/aces

Installing and configuring new ADTRAN devices as they are added to the network is simple, thanks to ADTRAN's familiar Command Line Interface (CLI) and easy to use Web-based Graphical User Interface (GUI). The many similarities between the ADTRAN CLI and Cisco's CLI eliminated the need for cross-training employees. FSNB's sister bank uses Cisco equipment, and now both banks are able to work in conjunction to troubleshoot each other's networks as needed.

Technical Support Is A Must

When issues arise, Reynolds appreciates the attentive technical support offered through the ADTRAN Custom Extended Services (ACES) program. From product configuration to new hardware installation, Reynolds is confident that ADTRAN support will ensure a smooth process and offer rapid problem resolution.

"ACES technical support is one of the biggest reasons why we are an ADTRAN bank," he said. "The technical support department is very knowledgeable and when I have had issues, they are very responsive to eliminate downtime across our Wide Area Network (WAN)."

Moving forward, FSNB will be migrating to Multi Protocol Label Switching (MPLS) later this year to improve data transmission, reduce data costs and gain greater control over their network. Because the ADTRAN solution is compatible with MPLS, the bank will save thousands of dollars per year in data costs and not experience any additional hardware expenditures or equipment upgrades, thereby maximizing their technology investment.

FSNB has experienced a number of benefits from the ADTRAN solution including savings on the equipment purchase, increased network reliability, and the ability to more effectively allocate and utilize IT resources.

"Now, I'm not spending my time troubleshooting equipment," said Reynolds. "If issues do arise, they are simple to resolve and do not require a lot of resources," said Reynolds. "ADTRAN has delivered a solution that is reliable, cost efficient and dependable that meets all of our network needs."