

CASE STUDY

Graystone Bank sets the standard of exceptional customer service with the design and deployment of a highly scalable Cisco communications platform by Premier Companies, LLC

Challenge

Graystone Bank, established in November of 2005, has always maintained one vision: To be a different type of financial institution, based on local, relationship-oriented bankers with a passion for their customers and the local communities they serve, while providing their customers with exceptional service as a standard.

Since their opening, they have established offices in Cumberland, Dauphin, Lancaster, Lebanon, York, and Centre counties in Pennsylvania which include thirteen branch office locations, one loan production office and four Business Centers.

The merger of Graystone Financial and Tower Bancorp brought with it a great opportunity to serve a wider base of customers, but from a technology integration standpoint, it brought many challenges.

The existing Iwatsu system at Graystone Bank was already at maximum limit of scalability, as was the InterTel system at Tower Bancorp.

In addition to these systems reaching their capacity for scalability, they were also very limited in their ability to provide a redundant solution to maintain continued call processing in the event of a disaster.

Premier Companies, LLC also realized that the existing voice and WAN connectivity systems at both organizations did not have the time and cost efficient solutions in place for deploying new branch locations. The requirement of multiple pieces of equipment to enable these branch set-ups added to the overall cost of a new branch rollout.

Solution

To more effectively integrate and accommodate the combination of Graystone Bank and Tower Bancorp locations, Premier Companies, LLC designed a highly scalable communications platform, built on the Unified Communications Manager suite of products by Cisco Systems, Inc. This provided the infrastructure to scale the communications platform to thousands of users with limited hardware additions required.

To address the need for appropriate disaster recovery capabilities, the communications platform also provided several options for redundancy. Local redundancy was built in at the data center, including Cisco's Communications Manager Servers deployed in a two server, active cluster providing redundant call processing capabilities.

Each server also employed mirrored hard drives for individual server fault tolerance. A cold standby

Communications Manager Server, located in their Greencastle, Pennsylvania location is periodically synchronized, providing an offsite server capable of call processing services, in the event the main data center is unavailable, while maintaining a low impact to the network.

Each branch location is outfitted with a Cisco 2800 Series Router with Survivable Remote Site Telephony software that provides localized call processing in the event that all three Communications Manager Servers are unavailable.

This combined solution provides for four levels of fault tolerance,

enabling call processing services in any number of disaster recovery scenarios.

The branch office solution designed by Premier Companies, LLC maximized cost and time efficiencies by deploying a single branch router. The Cisco 2800 series of Integrated Services Routers provide WAN, voice, and LAN switching services in a single device. Utilizing Cisco IOS software allowed a standard branch configuration template that could easily be uploaded to the router. The amount of time to deploy new branch locations by their IT staff greatly decreased with this solution.

Graystone Bank prides itself on meeting the needs of its customers that seek a true community bank. Their dedication to local decision-making enables them to provide clients with faster response times and the personal service they deserve. Premier Companies, LLC is proud to have helped Graystone Bank in exceeding their goals to deploy an innovative communications platform that allows them to set a standard of excellence in the many ways they reach their customers.

System Solution Statistics

System Cost
\$364,542

System Benefits

- Ability to scale quickly & efficiently
- Easy to integrate new branches