

Case Study: Major Network Refresh for Fortune 100 Financial Institution

Growth Generates Opportunity and Obstacles for a Fortune 100 Financial Institution

With growth and acquisition, comes both opportunities and obstacles. Integrating the new business can offer much needed resources to fuel growth, but it can also create significant challenges when needing to join disparate IT infrastructure, applications and processes. Find out how Global Convergence, Inc. (GCI) Services team was instrumental in mitigating these types of issues for one of the largest banks in the world.

Project Scope

Acquisitions over many years brought a mishmash of disparate voice and data networks to a bank’s retail consumer branches. The lack of standardization and legacy end-of-life/end-of-service equipment made it extremely challenging for the bank’s IT team to effectively manage the network.

Solutions Provided

- Equipment Staging
- Cabling
- Implementation
- Project Management
- Smart Hands Installation
- Day 2 Support
- User Training



Project Scope

One of the largest banks in the world needed to coordinate and normalize disparate IT equipment and network infrastructures (including equipment that was end of life/end of service) for some 3,500 branch offices.



Approach

GCI worked with the bank’s IT staff to deploy a complete network refresh.

Following best practices, the team leveraged their extensive project management and technical expertise to displace legacy equipment and infrastructures through staggered multiple work streams at an average rate of 20 branches per day.



Results

GCI completed a complete voice and data network refresh for 3,500 branch offices resulting in a stable, centralized and updated network that enabled the bank to provide a more consistent customer experience and to position itself as a technology leader in their industry.

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Branching Out in New Ways

After a year of acquisition activity, the bank's retail consumer branches had outdated networks rife with end-of-life equipment that was incapable of supporting the branches' vital data and voice applications.

The inconsistency of the networks made it impossible to support them at the corporate level and created a level of unpredictability that did not allow the bank to provide the exceptional customer experience they wanted to deliver.



The Move to Standardization

In order to provide a more predictable and manageable infrastructure for their team, the bank launched an initiative to standardize all of their branch networks.

GCI stepped in to help with a full deployment of a new voice and data network including racks, elevations and updated structured cabling for each of the branches based on the bank's own network design.

Standards. Solutions. Support.

In order for financial institutions to successfully compete, they rely on highly efficient, secure and available networks.

Outdated legacy equipment can impact their ability to communicate effectively both inside their own company as well as with their customers, which can impede growth.

Standardizing on equipment and technology was critical for this bank so they could take advantage of updated technology and applications.

GCI created a 'Tiger Team' to execute a 120-day completion interval for each branch, scheduling 20 branches per night, four days per week – **with no business interruption** to the branches' business.

The GCI team started by deploying a new data network. Once that was in place, it was followed by a voice conversion.



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Banking on the Promise of New Technology

GCI provided Day-Two support and was on hand at each branch the day after implementation to provide training and support for the branch employees.

GCI executed a complete network refresh for 3,500 branches in 27 states.

GCI collaborated closely with the bank's internal IT team leveraging our project management experience and capabilities to successfully deploy a complex, multi-branch network.

The project was a key component to the bank's scalability for future growth.

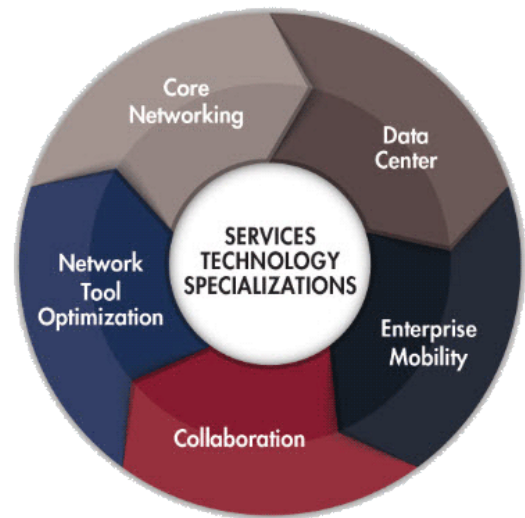
GCI completed the network refresh for 3,500 branch locations.

The complexity and variety of IT frameworks requires innovative and collaborative thinking to develop and deliver solutions that build trust and facilitate teamwork.

The Result

GCI updated the bank's network so that it is:

- Standardized
- Stabilized
- Optimized
- Centralized



Why Choose Global Convergence

Our International Project Management Office (IPMO) delivers projects and programs that provide governance-driven oversight to meet complex implementation requirements.

GCI delivers the solutions you need within the U.S. as well as in the most challenging regions across the globe.

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Our global deployment and network transformation portfolio offer clients:

- Site Survey and Assessment
- Architecture and Design
- Configuration to Order and Product Assurance
- Project Management
- Implementation and Global Transformation
- Onsite and Remote Staff Augmentation Solutions

Qualified Project Managers, Decades of Experience

GCI's project managers are highly qualified, and GCI has extensive experience in successfully deploying large, global and geographically diverse networks.

A Technology Support Partner to the Multi-National Enterprise

With our ability to provide seamless service delivery in over 170 countries, we can help meet your digital transformation goals on a global basis.

GCI designs, builds and executes an implementation plan allowing our customers to focus on their core business.

GCI – the best choice for customized lifecycle management, maintenance and transformation services for complex and distributed networks.

Governance as a Game-Changer

GCI delivers unprecedented value to its customers with an intense focus on governance and seamless alignment to internal processes.

GCI employs a consultative and highly collaborative approach to support business challenges. We listen. We respond. Our innovative and out-of-the box thinking drives process improvements and builds trusted partnerships with our customers.

GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

GCI was named to the prestigious 2019 MSP 501 List at #59.

Channel Futures.
MSP 501
2019 WINNER

Contact GCI Today

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