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The National Bank of Indianapolis slashes system management time with WebEx.



INDUSTRY Finance

WEBEX APPLICATIONS WebEx Support Center

SUMMARY

With a two-person IT staff responsible for supporting eleven branches as well as meeting various government and vendor regulations, The National Bank of Indianapolis needed a robust, easy-to-use system management solution. Deploying WebEx Support Center enabled the IT staff to optimize its resources and realize tremendous time-savings, cutting project turnaround times from weeks to minutes. As a result, the team was able to maintain up-to-date system management activities, facilitate government and vendor compliance, and dramatically improve internal customer service.

ABOUT THE NATIONAL BANK OF INDIANAPOLIS

- Line of Business**
Personal and corporate banking and wealth management
- Headquarters**
Indianapolis, IN
- Number of Employees**
233
- Target Market**
High net-worth professionals, non-profit organizations, and small to medium-sized businesses
- WebEx Customer Since 2007**

The only locally owned bank in the city of Indianapolis, The National Bank of Indianapolis has experienced phenomenal growth since its founding in 1993. Today, the Bank's asset size is over a billion dollars; it also manages a billion dollars in assets and services thousands of customers. The Bank's success is a direct result of its dedication to personalized and responsive customer care, combined with a commitment to sound banking principles. A strong capital base, safe growth, active community involvement, and a highly skilled staff are the cornerstones of the Bank's solid foundation.

The Challenge

As a local bank with a national charter, The National Bank of Indianapolis must meet the same government regulations as larger banks, while facing the resource limitations of a smaller organization. "The safety and soundness of a bank depends on a solid IT infrastructure, but we only have one and a half people on staff managing our IT assets—which include 300 computers located throughout eleven branches," says Evan Thomas, VP and Technology Officer for The National Bank of Indianapolis. Because the automatic software updating capabilities the Bank had in place were not dependable, the IT staff had to travel on-site to maintain its systems manually. In addition, the Bank realized it needed better control over its IT management to comply more closely with OCC (Office of the Comptroller of the Currency), external, and internal audits, which occurred throughout the year. "We needed a consistent and effective way to manage and distribute software patches and to respond quickly to viruses," says Thomas.

As Daylight Savings Time approached, The National Bank of Indianapolis faced a critical challenge. Several of the bank's core system applications required two separate time change updates to function properly, but the second patch wasn't available until two weeks before Daylight Savings went into effect. "To install the updates on every machine within a two-week time period, our team was going to have to shut down all other IT activities and focus on this project," explains Thomas.

The Solution

To address its IT challenges, the Bank evaluated several system management solutions, including LANDesk and Microsoft Windows Server Update Services (WSUS), before discovering WebEx. "We chose WebEx because of its Software as a Service (SaaS) model. Other solutions required that we purchase and install servers and software, which would require a longer deployment time and ongoing in-house maintenance. With WebEx, we knew we could sign the contract and start working right away," states Thomas. Security was another critical factor for the Bank. He says, "WebEx is the only system management provider with SAS 70 Type II certification. This assured us that the solution met the highest security standards."

The Bank now uses WebEx System Management—a fully integrated module of WebEx Support Center—for software distribution, patch management, inventory control, and virus protection—automating all critical IT processes.

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“WebEx transformed the way we deliver software. Using the WebEx reporting feature, we know instantly which machines lack current software, patches, or virus protection, and schedule updates accordingly. Now, we can auto-deploy over a weekend or after-hours, enabling us to meet vendor-imposed deadlines as well,” he says. WebEx also facilitates inventory management, ensuring the Bank remains software-compliant at all times. “We buy more licenses when necessary and uninstall software where it’s not being used, optimizing resource allocation,” he says. In addition, WebEx provides the Bank with maximum flexibility to customize processes. “Our wealth management tracking system vendors, for instance, require that we attain approval from them before installing any new patch. Within WebEx System Management, we indicated which bank departments require prior vendor approval, so the solution waits for that approval before installing patches on those machines,” explains Thomas.

The National Bank of Indianapolis also uses the remote access capability within WebEx Support Center to provide internal customer support. Remote access enables the Bank to resolve problems on any of its 300 computers remotely. “When we announced, on our company Intranet, that we had launched the WebEx remote access capability, we began receiving calls immediately. Suddenly, we were able to solve ongoing issues for our employees in minutes,” says Thomas.

The Benefits

WebEx ease-of-use, combined with its robust capabilities, realized tremendous time-savings for the IT staff at The National Bank of Indianapolis. “The installation package easily integrated with our login script, so when employees logged into the network, WebEx System Management automatically installed on their computers,” says Thomas, adding, “It took a total of 1.5 man hours to install the software on all of our machines.” After a quick call with WebEx, the Daylight Savings Time project was equally expedient and pain-free. “We completed the project in 30 minutes over a three-day time period. WebEx System Management saved us two weeks of work,” he says.

The WebEx SaaS model enabled the IT team to optimize resources and elevate the level of services it provides for The National Bank of Indianapolis. The Bank prides itself on offering the highest quality of customer care, and WebEx enables the IT staff to extend that same level of service internally. “For the first time since I joined the bank in 1998, I know all of our patches are up-to-date, and my team now has the time to focus on areas that improve the processes of the Bank as a whole. As a result of using WebEx, we’ve improved internal customer service dramatically and employee satisfaction has soared,” he says. The Bank recently had a server outage and a computer failure occur at branches located on opposite sides of the city. Using remote access, the IT manager was able to troubleshoot and solve the issues instantly. “It’s hard to explain how powerful WebEx is for a company with limited resources. It makes it possible for us to be in multiple places at once,” says Thomas.

The Future

Thomas intends to continue to implement more WebEx functionality. “We’d like to increase our level of sophistication with the software distribution features.” The IT team has already started leveraging some of these features to install software requiring multiple reboots, without user intervention. Thomas concludes, “WebEx ease-of-use, high level of support, worry-free IT, and SAS 70 certification provide enormous value for us and have transformed our IT management capabilities. We simply turned WebEx on and it started working. We couldn’t ask for anything more.”

HIGHLIGHTS

- Deploying WebEx System Management resulted in tremendous time-savings for The National Bank of Indianapolis, cutting project turnaround times from weeks to minutes.
- The WebEx SaaS model enabled the two-person IT staff to optimize its resources and elevate the level of services it provides the Bank.
- WebEx improved internal customer service and employee satisfaction, kept IT activities up-to-date and accurate, and facilitated government and vendor compliance.