



Case Study: Vendor & Technology Evaluation

THE CLIENT

A full-service financial institution serving more than 45,000 customers

For almost 70 years, the institution has been to a pillar in the communities in which their multiple branches are located. The institution prides itself in being customer-driven and community-aware.

THE CHALLENGE

The institution's consistent growth and expansion of network-based services and applications had taxed the existing network and communication infrastructure.

Some of the key challenges facing the IT department were how to:

- Improve service levels by increasing application response times
- Implement content-control mechanisms across the WAN
- Deliver a scalable network design to support immediate and long-term needs of the employees and customers during rapid growth
- Deliver additional services across the network without incurring incremental costs.

THE INTEGRATED SOLUTION

ICS' technical team conducted a traffic study and network analysis which focused on identifying network bottlenecks and latency issues. The ICS solution included a new network architecture using Blue Coat Mach 5 appliances. The Blue Coat devices addressed both the slow application response times and WAN congestion. This integrated solution also provided a platform for increasing the IT department's overall ability to manage the WAN, and control content across the network.

THE RESULT

After deploying the integrated solution provided by ICS, overall performance on the WAN improved from 10 times to as much as 300 times. Response times for web applications has been reduced from 3 minutes to as fast as 2 seconds, and the organization experienced an overall savings in bandwidth of 74%. The result of these combined efficiencies is a significant improvement in both internal employee efficiency and customer satisfaction.



At ICS, we pride ourselves in our unique ability to integrate comprehensive strategy and cutting edge security into information operations. As the information age advances by leaps and bounds, it is imperative that your organization take a proactive, holistic approach to information operations. By leveraging our comprehensive strategy of integrating information security tenets into every aspect of IT service delivery, your organization will be armed with the technology, processes and policies necessary to win the ever-evolving battle to ensure the continuous availability and integrity of your organization's information.

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