

# Solutions Management

## 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

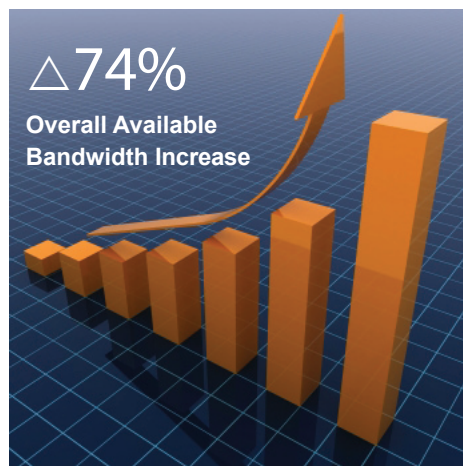
## THE INTEGRATED SOLUTION

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.

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.

## APPLIED SERVICES

- Solutions Management
- WAN Optimization
- Consulting Services



### • Products and Services

- Endpoint Protection
- WAN Optimization
- Application Acceleration
- Content Security
- Web and IM Filtering and Reporting
- Remote Access
- Authentication and Access Control
- Configuration Change Detection
- Comprehensive Desktop Services
- Full Data Encryption
- Unified Threat Management
- Firewalls, SSL VPNs & Intrusion Protection
- Data Center and Client Virtualization

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## ICS COMPANY OVERVIEW

|                         |   |
|-------------------------|---|
| Founded:                | 1997  |
| Headquarters:           | Montgomery, Alabama   |
| Project Sites:          | Montgomery, Alabama; Tallahassee, Florida; Denver, Colorado; Mechanicsburg, Pennsylvania; San Antonio, Texas  |
| Employees:              | <ul style="list-style-type: none"><li>• Heavily degreed and professionally trained</li><li>• 100% hold one or more industry certifications</li><li>• 70% with security clearances</li></ul>   |
| IT Services:            | <ul style="list-style-type: none"><li>• Risk Assessment</li><li>• Business Continuity   Disaster Recovery</li><li>• Technical Security</li><li>• Solutions Management</li><li>• Incident Response   Forensics</li><li>• Staff Support   Augmentation</li><li>• Project Management</li><li>• Information Assurance</li><li>• Advisory &amp; Assistance Services</li><li>• Network Operations</li><li>• Enterprise Computing Services</li><li>• Network Protection Services: Offense   Defense   Operations</li></ul> |
| Performance Management: | <ul style="list-style-type: none"><li>• Project-Based Cost Accounting System</li><li>• Project Management Methodology with Earned Value Management</li></ul>  |
| Industry Partners:      | <ul style="list-style-type: none"><li>• Unisys</li><li>• Juniper</li><li>• Safend</li><li>• Utimaco</li><li>• Bluecoat</li><li>• CA</li><li>• Riverbed</li><li>• HP/EDS</li></ul>   |



ICS offers a dynamic portfolio of security-driven IT solutions for global business and government. Taking a proactive approach to information security will help your organization streamline productivity and increase efficiencies. Learn more about our related services on [www.ICSInc.com](http://www.ICSInc.com).



## About ICS, Inc.

Integrated Computer Solutions, Inc. (ICS) is a Security-Focused, Business-Minded IT Solutions Provider with over fourteen years experience providing information assurance, technical support, advisory assistance, and operational services.

ICS is unique in its market because we not only have an established track record of providing enterprise technology and security services to clients in the commercial field, public sector and education markets, but we also have a foundation in service with the United States Department of Defense. ICS extends its experience and skill to work for you with employees that bring a fresh perspective and new ideas to service our clients in all industry verticals.

Providing an integrated approach to enterprise information and technical security needs, ICS provides consistently high levels of client satisfaction and measurable results.

It is our vision to be the company that everyone:

- wants to do business with
- wants to work for
- wants to own

