NetGain TECHNOLOGIES

CASE STUDY:
BANKERS' BANK OF KENTUCKY

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PROFILE

Bankers' Bank of Kentucky (BBKY) is a locally owned, non-competitive banks, serving more than 200 community banks in Kentucky, Illinois, Indiana, Tennessee and West Virginia. Founded in 1988, BBKY is the largest organization of its type in the region, and one of only 22 bankers' banks in the United States. On a daily basis, BBKY handles an average of more than $2.6 billion in volume.

CHALLENGE

In 2012, BBKY was experienceing a broad array of technology challenges that threatened to undermine its overally performance and standards.

According to Bill Fallon, president and CEO of BBKY, a dearth of memory space was one of the most pressing problems. BBKY's computer system was simply not able to keep pace with the quickly increasing volume of information for which the organization was responsible. Additionally, internal resources did not possess the adequate skill or preparation to support this unstable I.T. environment.

Even more immediate, BBKY was in need of a new, improved disaster recovering offering. That year, a situation developed which led to the BBKY core systems shutting down. Consequently, a BBKY employee activated the organization's disaster recovery solution, but this solution failed, and the company discovered that, in a best-case scenario, it would take a minimum of six hours to regain functionality, even on a rudimentary level.

Considering the sheer amount of money and information that BBKY processes every day, such a failure can potentially be catastrophic. While the consequences of this incident were not devastating, Fallon determined that a more reliable, robust solution was needed, both for disaster recovery and to upgrade the organization's I.T. infrastructure.

BBKY'S COMPUTER SYSTEM WAS SIMPLY NOT ABLE TO KEEP PACE WITH THE QUICKLY INCREASING VOLUME OF INFORMATION FOR WHICH THE ORGANIZATION WAS RESPONSIBLE.

SOLUTION

To address all of these issues, BBKY turned to NetGain Technologies and its Technology OneSource and hardware solutions.

Technology OneSource is NetGain Technologies' premier managed I.T. services offering. This is a holistic solution, incorporating many of the I.T. solutions a business will need to achieve its short-term and long-term goals. Features of the OneSource offering include help desk, cloud computing, proactive support and more. Added to the solution was managed security as a proactive approach to protecting data.

With Technology OneSource, NetGain Technologies' experts work directly with the business to develop a unique, comprehensive I.T. services plan that is optimized to meet that organization's specific needs.

For BBKY's puroposes, one of the most important I.T. services offered in this package was a new disaster recovery solution. Relying on cloud computing technology, NetGain Technologies' managed disaster recovery service enables a quick, easy recovery following a natural or man-made disaster or system failure.

BBKY was provided with a large number of substantial hardware improvements. Among the most significant of these were:

Two "HP Proliant DL360 G8" servers

Microsoft Client Access Licensing

"VMware vSphere 5.1 Essentials PLUS" virtualization software

"Veeam Backup and Recovery Standard"

Two "Barracuda Backup Server 690s"

One Cisco switch

The most notable of these is the Cisco switch. A 24-port Gigabit managed network switch, this device enables BBKY to connect up to 24 networked devices at a given time. Critically, this Cisco switch prioritizes data flow via a variety of traffic-shaping mechanisms. This helps to ensure that video teleconferencing and other heavy-traffic communications feature maximum clarity. Additionally, the switch's robust management functions are easy to access through a number of clients, and its internal monitoring software tracks each and every operation that occurs on the network.

NETGAIN TECHNOLOGIES MANAGED DISASTER RECOVERY SERVICE ENABLES A QUICK, EASY RECOVERY FOLLOWING A NATURAL OR MAN-MADE DISASTER OR SYSTEM FAILURE.

RESULTS

By working with NetGain Technologies, BBKY was able to improve its operations across a wide range of capacities. In regard to disaster recovery, the organization is now abel to get up and running in 20 minutes -- a significant improvement over six hours.

Furthermore, NetGain Technologies' hardware and managed I.T. solutions enabled BBKY to greatly simplify and streamline its I.T. infrastructure, which produced significant benefits.

"[F]rom the OneSource product, it evolved into us basically ultimately replacing our system," said Fallon. "[W]e needed new servers and we went through a virtualization process, which is a whole new concept to me as a CEO. And really, the new hardware that we have took the place of some four different servers. They are all functioning in one unit now, and that did give us some cost savings over what we would have done had we had to replace each server one at a time."

As far as expertise goes, BBKY now has access to the experience offered by NetGain Technologies' industry leading I.T. professionals. They provide around-the-clock support for BBKY, ensuring that nay technological hiccups are detected and responded to as quickly as possible. Additionally, NetGain offers advice and guidance as BBKY continues to develop its security, disaster recovery and other technological areas.

"Because of this technology, frankly, I have a better comfort level with our being able to serve our customers," said Fallon. "[T]his new system is just so much easier to utilize. Plus, the support that we get from NetGain is just incalculable . . . I could reccomend NetGain Technologies to any one of my customers, and frankly, we already have in a number of instances because of the professionalism that they all display from the top to the bottom."

By embracing NetGain Technologies' hardware and managed I.T. offerings, BBKY has revitalized its capabilities, enabling it to continue to serve its community and clients well into the future.

"BECAUSE OF THIS TECHNOLOGY, FRANKLY, I HAVE A BETTER COMFORT LEVEL WITH OUR BEING ABLE TO SERVE OUR CUSTOMERS."

**-BILL FALLON
BBKY PRESIDENT & CEO**
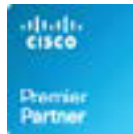
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