

Tower Community Bank is the only locally-owned, locally-managed bank in Sequatchie Valley (Tenn.) area. That hometown commitment is central to the bank's mission: "Tower Community Bank provides financial solutions, creating partnerships with our customers that make our communities better places to live, work, and raise a family."

**TOWER**  
COMMUNITY BANK

## Challenge

Lecia Post, Tower Community Bank's tech-savvy SVP, administered the organization's I.T. for several years of growth. As infrastructure requirements multiplied, she ceded control of proactive support and network monitoring several years ago to NetGain's managed I.T. services team, and worked with the MSP on the bank's strategic

planning. As the bank continued to expand and audit compliance requirements became more demanding, "we were not able to meet our employees' expectations," said Post. Tower Community Bank recently explored options for a more robust I.T. services solution.

75 percent

Reduction in time spent on "repetitive user issues" by Tower Community Bank's SVP after joining Technology OneSource.

## Solution



The Tower Community Bank leadership team examined several potential I.T. support and strategy choices.

Because of the existing close working relationship with NetGain, the bank's leadership already was familiar with NetGain's established expertise. The bank team also appreciated the longevity of NetGain's

employee tenure. They opted to upgrade the bank's commitment to I.T. by joining Technology OneSource v.10, the MSP's industry-leading managed services program.

During the bank's time as a Technology OneSource v.10 member, employees have commented that they benefit from having access to NetGain's 24/7 help desk, and the executive team has lauded the MSP for the strength of its reactive support services and quarterly business reviews.

"This has freed up my time to concentrate on improving our systems, rather than just maintaining the status quo."

Lecia Post, SVP, Tower Community Bank

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