

Springs Valley Bank & Trust Company

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With four banking centers based in Jasper, IN, Springs Valley Bank & Trust prides itself on providing a superior customer experience, bringing a modern technological philosophy by using technology wisely.

With a goal of being a bank customers want to come to, Springs Valley Bank & Trust faces the challenges of today's increasingly technology-driven banking landscape to maintain the level of customer service excellence that larger banks provide.



Adopting new technology to improve our banking services and continue our long tradition of caring about customers and their changing financial needs.



Customer Profile

Serving businesses and residents in Orange and Dubois counties in Southern Indiana. Population of approximately 62,000.



Primary Services

Savings, loan, and trust services to business and consumers.



Important Stats

\$275 million in assets
Founded in 1905
84 employees

Goals & Objectives

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Springs Valley Bank & Trust has long held the goal of maintaining external customer service excellence leading to organic growth, and updating and upgrading their line of business applications, policies and procedures. With a large slate of electronic services, they strive to balance modern online banking features while still knowing their customers by name.

In 2012, management realized that in order to stay competitive with much larger banks, Springs Valley Bank & Trust needed to make some key infrastructure upgrades. In order to better understand and serve their clients, they needed to make improvements to simplify and streamline the customer experience and reduce inefficiencies both internally and externally.

Solutions Overview

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Springs Valley Bank & Trust partnered with Matrix Integration to develop a suite of solutions that would leverage technology to make the necessary improvements, align personnel and skill sets to IT throughout the organization, and improve staff effectiveness to decrease daily responsibilities.

The Problem

Current servers and software were inadequate and outdated leading to inefficiencies in daily operations.

The Solution

Data Center Virtualization – Legacy servers were replaced with a new set of **Hewlett Packard Enterprise** business class servers, storage and networking infrastructure, as well as **VMware** products.



The Problem

Springs Valley Bank & Trust required a third-party disaster recovery system with active colocation for their line of business applications and users.

The Solution

Disaster Recovery & Active Colocation Facility in French Lick – The new **Hewlett Packard Enterprise** servers, storage and networking infrastructure also protected against disaster and planned downtime.



The Problem

Outdated telephone systems lacked modern teleconferencing and office management features leading to extra travel time and expenses for regular, all-staff meetings.

The Solution

Conversion to IPT Telecommunications Systems – Springs Valley Bank & Trust's legacy phones were replaced with a state of the art **Mitel** telecommunications system that expanded beyond simple voice communication.



The Problem

Employee-to-customer inefficiencies led to a reduced customer banking experience.

The Solution

End-User Desktop Virtualization Project – **VMware** Virtual Desktop Infrastructure facilitated significant improvements in the efficiency of technical support, managing access security and customer mobile banking solutions.



Results Overview

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Through the adoption of these technological improvements, Springs Valley Bank & Trust has been able to implement and support many of the modern banking features of larger financial institutions. These upgrades have:

- Enhanced disaster recovery capabilities and client data security
- Reduced IT overhead and kept costs down by not increasing technical staff
- Given customer facing employees more reliable systems to service customers at teller locations
- Enabled bank staff to work more efficiently, and reduce internally required travel between locations

All of these changes add up to one thing: Improvements in their ability to exceed the banking needs of their customers, while providing the personal attention they have come to expect.