

# THE EASTERN COLORADO BANK

Simplifying IT Complexities and Letting Bankers Be Bankers



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- Megan Harmon,  
chief operating officer,  
The Eastern Colorado Bank

When it comes to technology, financial institutions face two significant challenges that are intrinsically linked: an increasing reliance on IT systems for day-to-day operations, and the growing complexities associated with technology itself. The Eastern Colorado Bank found itself trying to navigate these challenges, especially as it focused on growth initiatives, and discovered that managed services could relieve many of its challenges—and keep the staff’s focus on customers, rather than IT.



## Challenge

The Eastern Colorado Bank faced increasing complexities with managing IT, ensuring system uptime and focusing on what matters most to the bank’s leadership: service and people.



## Solution

The bank decided to alleviate its technology burdens by moving to a fully outsourced IT model, allowing CSI to provide round-the-clock support for its IT enterprise and help desk services for end-user support.



## Result

The bank’s COO, who oversees IT strategy, says that her role has been made easier, employees are more productive, customer relationships are stronger, and the bank has less worries when it comes to technology.

### FINDING A VENDOR THAT UNDERSTANDS BANKING

Founded in 1944 and with six locations in two states, The Eastern Colorado Bank has seen its need for robust IT systems increase over time. And as the bank’s technology became more complex, so too did managing those systems and resolving users’ issues. The IT challenges were mounting for the bank, recalls Megan Harmon, chief operating officer, who oversees IT strategy.

“I’ve been with the bank for 13 years, and IT duties came to me by default,” Harmon says. “I was a banker but had the most experience at the time. And the larger the bank grew, the more complex our issues became; and the more users we had, the more time we were spending on it.”

The bank had been working with CSI for server maintenance and updates, and with IT challenges growing, it made the strategic decision to transition to a full-outsourced model with CSI. Now, CSI manages all of the bank’s systems and provides 24-hour help desk support for its users. The bank reviewed other vendors, and CSI’s focus on the financial industry made it the clear choice.



“Banking has its own set of rules and regulations, and we wanted someone who completely understood our business. When we use acronyms or roll off FFIEC rules, we want a provider who knows what those are and not have to teach them. What we found with CSI—and require of any vendor we work with—is that they understand the business that we’re in.”

### **MAKING THINGS MORE PRODUCTIVE, SIMPLE**

By working with CSI, Harmon has simplified her day-to-day responsibilities associated with IT. The bank, like all financial institutions, relies heavily on the availability of its systems. When systems go down, it negatively affects employee productivity and customer satisfaction. The bank has discovered that CSI’s assistance has enhanced system performance and reliability.

“CSI’s ability to help us have as much uptime as possible is wonderful,” Harmon says. “This allows us to be more productive and to have fewer frustrations. There’s nothing worse than telling a client you’ll have to call them back because you can’t get to their information. Increased uptime has led to more productive staff, more productive relationships with our customers and less worries.

The relationship also allows Harmon to work with CSI’s team to address technology needs strategically, while still allowing her to focus on other initiatives.

“Over the years, my role as COO has grown larger, and from an IT perspective, I would say that it’s become easier,” Harmon says. “With CSI’s virtual CIO and our relationship manager, I have exactly what I want: someone to go to with questions. When I need information, I have a single point of contact. We’re considering a new phone system, and CSI is researching it on our behalf. The decision to work with CSI has simplified my life in that way.”

### **FOCUSING ON WHAT MATTERS**

The Eastern Colorado Bank remains focused on growth. As the bank moves forward, it knows that fully outsourcing its IT needs to CSI will allow it to continue to achieve its strategic goals.

“We want to spend our time focused on the banks, the markets and the people,” Harmon says. “When we ask ourselves what we really want to focus on, it isn’t IT. However, IT is extremely important, and financial institutions must have it. We need a partner we can rely on and who knows what we’re going through—and we have that with CSI.”



**The Eastern Colorado Bank**

**Assets:** \$321M

**Customer Since:** 2006



### **ABOUT CSI MANAGED SERVICES**

Experiencing the benefits of managed services in the cloud gives you many competitive advantages, so choose a partner with in-depth expertise, scalable solutions and trusted service. CSI provides not only relevant solutions that ensure your success, but also one-on-one account management to help you utilize them to their fullest potential.