UMB Bank Seeing Green
With Managed IP Telephony
Network From SBC Team

Network Maintenance and
Converged IP Solution Nets Major
Missouri-Based Bank $120,000 in
Annual Savings

Challenge
UMB Bank, a large bank with locations
spanning six states, needed to find
ways to better manage its network costs.

Solution
UMB Bank decided to outsource infrastructure monitoring and
maintenance to more efficiently use internal resources and to integrate
voice services into its data network to better manage costs. The SBC family
of companies was chosen to implement the UMB Bank plan through
efficient management and CPE maintenance of the UMB Bank network.

The SBC solution for UMB Bank includes such services as: SBC
PremierSERVSM IP Telephony Advantage using the Cisco Systems®
Architecture for Voice, Video and Integrated Data (AVVID) platform,
Cisco routers and switches, SBC PremierSERVSM Data CPE Support
Services maintenance, SBC PremierSERVSM Network Management
monitoring and carrier coordination, and SBC PremierSERVSM
Consulting Services for security.

Result
Thanks to the integration of UMB Bank’s voice services into its data
network, the deployment has resulted in an estimated $5,200 in
monthly savings. An additional monthly savings of $4,800 has resulted
from the deployment of SBC PremierSERV Data CPE Support Services
maintenance and SBC PremierSERV Network Management monitoring
and carrier coordination in addition to field engineering, consulting
services, and SBC PremierSERV Security Services for network
monitoring and protection. Lastly, the deployment has decreased the
number of resources necessary to support UMB Bank network
operations.

More solutions await you. Call your
SBC account manager for more details.
UMB Bank is a wholly owned subsidiary of UMB Financial Corporation, an $8 billion holding company based in Kansas City, Missouri. It offers complete banking and related financial services to both individual and business customers.

UMB Bank needed to standardize hardware, software, and calling features for its 156 banking centers in Missouri, Illinois, Colorado, Kansas, Oklahoma and Nebraska while supporting enterprise voice communications over a converged infrastructure. The bank also needed to outsource monitoring and maintenance of its network to simplify network administration and to control costs.

The voice network previously used by UMB Bank consisted of a mixture of disparate systems resulting in a costly, outdated, incompatible and decentralized voice network. Although the phone systems had supported the needs of the bank at the time the systems were acquired, they lacked the standardized features, processes, functionality and scalability of systems available today.

Thanks to an established relationship with UMB Bank, the SBC team was brought in to review the UMB Bank network and recommend solutions. The SBC team recommended deploying SBC converged IP solution using the Cisco Systems® Architecture for Voice, Video and Integrated Data (AVVID) platform.

This solution provided several advantages in comparison with the bank’s outdated traditional telephone services. It allowed for the standardization of voice applications, routers, switches and network-access across all UMB Bank branch locations, and it improved the responsiveness of bank associates by providing additional resources for communication with customers. The solution also consolidated the telecom infrastructure for UMB Bank.

Because UMB Bank did not have the staff or the resources to provide technical or administrative support for every platform it has in service, the SBC team also deployed SBC PremierSERV Data CPE Support Services maintenance and SBC PremierSERV Network Management monitoring and carrier coordination, in addition to field engineering, consulting services, and SBC PremierSERV Security Services for network monitoring and protection.

The consolidation of the UMB Bank voice and data network through an SBC converged IP solution resulted in an estimated $5,200 in monthly savings, while deployment of SBC PremierSERV Data CPE Support Services maintenance and SBC PremierSERV Network Management monitoring and carrier coordination, in addition to field engineering, consulting services, and SBC PremierSERV Security Services has resulted in a monthly savings of $4,800, for a total annual savings of approximately $120,000.

With a sound network in place, the final step for UMB Bank was to protect network security and ensure business continuity by implementing SBC PremierSERV Security Services for installation and 24-7 monitoring of all network devices, including routers, firewalls and switches. As part of this suite of services, the SBC team also implemented SBC PremierSERV Consulting Services for security for security planning, such as checking the network for vulnerabilities, developing effective security policies and providing business continuity plans to protect the UMB Bank network.

“The SBC team is a partner that offers us a total solution,” said Jim Matteoni, chief information officer, UMB Bank. “We are now able to better manage costs and more efficiently utilize our internal resources without having to worry about our network.”