

Case Study - Financial

Large Scale Technology Conversion After Acquisition

A Leading Global Financial Group

The Business Need

In late 2006, a leading global financial services firm acquired the retail banking and regional middle-market business of a competitor. This business included 349 bank branches serving 600,000 households and 100,000 businesses in the attractive New York City/Tri-State market. As is often the case in acquisitions, the technology, equipment and applications the previous owner had implemented to serve its customers were different from the platforms utilized by the global financial services firm. To offer better service and convenience for their customers, it was imperative the company quickly and efficiently upgrade and convert the acquired branches to their technology platform so all locations would be using a single, seamless system.

The conversion of locations was scheduled to take place over a six month period and would require the onsite implementation of new Cisco data and IP Telephony equipment at 349 locations within the Tri-State area.

To successfully complete this large-scale implementation, the technology team would need to assign dedicated project management resources to schedule, coordinate and manage the conversion; identify technical resources and space to receive, stage and configure the new equipment; schedule onsite resources to perform the installation, testing and cutover process; create and administer user training sessions to familiarize the employees with the new IP telephones; and decommission the legacy equipment once the new platform had been successfully implemented.

Industry

- Banking and Financial Services

Locations

- 349 Locations in New York, New Jersey and Connecticut

Products

- Cisco® Routers, Switches, Wireless Access Points, and IP Telephones

Services

- Project Management
- Staging & Configuration
- Onsite Installation & Cutover
- Onsite User Training
- De-Installation

Project Duration

- 6 Months

The Solution

Due to the large scale of the implementation, the unique skill sets required, the time and expense of travel, and the aggressive timeframe, the global financial firm's team chose not to handle the project internally. Instead, they selected NDI as a single, experienced source to coordinate, manage and implement the conversion.

Network Dynamics, Inc. (NDI) approached the conversion in three phases: data, voice and decommissioning. By applying this phased approach and utilizing proven implementation processes, a staff of project management and staging resources, and a network of onsite engineers, NDI was able to successfully lead this project to completion - *on time and on budget.*

The Benefits

The rapid and successful conversion of the acquired locations to a single, seamless technology platform has led to improved efficiency and productivity for the employees and customers. By outsourcing the project to NDI, the bank derived significant advantage from NDI's dedicated project management resources, advanced data, voice and wireless technical expertise and its strong logistics capabilities for the coordination of onsite resources with the branch locations, the shipment of new equipment for installation, as well as the decommissioning, warehousing and shipment of legacy equipment to a central facility. NDI's flexibility and scalable field model allowed it to rapidly react to scheduling changes and perform afterhours installations to minimize the disruption to branch operations.

Additionally, by pre-configuring and staging the equipment prior to the scheduled installation and by performing up to 20 installations per day, NDI was able to reduce the conversion timeframe and exceed the company's conversion timeframe expectations. With the project completed in just six months, this implementation became the bank's fastest acquisition conversion to date.

© 2010 Network Dynamics, Inc. All Rights Reserved

The Extra Mile

During the conversion, an issue occurred with the placement of the Cisco Access Points in over 100 locations. NDI rose to the challenge - quickly identifying, ordering and supplying a solution to resolve the issue at NO additional charge to the customer. NDI documented the conversion by providing "before" and "after" photos of the environment at each branch. To complete the project, NDI de-commissioned the legacy voice and data.

Additional Information

For More Information

For complete information on NDI's service solutions suite, contact your NDI account manager.

Corporate Headquarters

640 Brooker Creek Boulevard
Suite 410

Oldsmar, FL 34677

Local: (813) 818-8597

Toll Free: (877) 818-8597

Fax: (813) 818-9659

