



Nuestro Banco – Enabling Communications and Growth

Company Profile

Chartered in September of 2007, Nuestro Banco provides banking services tailored specifically to the Hispanic community. Headquartered in Raleigh, NC; with a long-term goal of becoming a regional Hispanic bank for the Southeastern United States, Nuestro Banco has established themselves in an important niche market in the regional banking community. Their vision is to “Create a financially successful and socially responsible Regional Hispanic Community Bank that provides the products, services, and culturally sensitive environment that helps Hispanic consumers and small businesses grow and achieve their dreams”.

The Challenge

Nuestro Banco approached TCS during the early stages of their organizational efforts to assist them in assessing alternatives and to manage the Request for Proposal (RFP) process for their voice network. Key considerations for the vendor selection and deployment were:

- The solution needed to be expandable to accommodate regional growth plans.
- The solution needed to be highly reliable and offer full remote site operability in the event of WAN failure.
- The solution needed to be fully supported by a distributor or VAR that could remotely manage the network and respond with on-site technical support if needed to resolve system issues or failure.

The Solution

After meeting with the client and documenting their specific requirements, TCS developed a RFP that addressed and evaluated:

- Overall system design.
- Centralized management and remote survivability.
- Proposed system installation.
- System training and post implementation support.
- References from customers with implementations of similar size and scope.
- Pricing.

TCS worked with the client's network services vendor to ensure that the selected solution was compatible with their network deployment plans and would not impact network performance or applications that would be running concurrently on the network. Since the bank did not plan on utilizing internal IT staff to initially support voice services, it was very important that TCS understood the proposed network architecture to ensure reliable operation of the converged network.

Without the involvement of in-house support staff to monitor and maintain the performance of the voice network and applications, it was important to select a vendor:

- That provided remote monitoring and management.
- That had mobile technical resources to respond to service impacting problems at any remote office location.

The TCS project team identified four vendors that could meet the initial requirements and growth plans for the organization. They developed a detailed RFP based on the client's needs and an evaluation matrix with which to score the responses. Weightings for the response categories were assigned based on a needs assessment that was completed prior to the development of the RFP. Each vendor was invited to present their proposed solution and a mock-up of the proposed system and end-user terminals.

The Benefits

After the completion of the RFP process, the TCS team presented the analysis and scoring of the responses to the client and recommended the Mitel 3300 ICP platform bid by ATCOM Business Telecom Solutions based in Durham, NC. The Mitel solution provided both the reliability and scalability desired for current and future expansion requirements.

ATCOM also proposed a comprehensive network readiness analysis to ensure proper network configuration for optimal performance of the voice network. Additionally, ATCOM offered the desired service capabilities necessary to support both the initial deployment as well as the planned future growth of the bank.