

Tri Counties Bank Invests in Efficiency and Reaps Telecom Rewards

Tri Counties Bank partnered with vCom to streamline its telecom management, reducing over 150 invoices to just one and cutting costs by 45%.



BACKGROUND

Tri Counties Bank, based in Chico, California, has offered comprehensive financial services across Northern and Central California for over 40 years. They provide 'service with solutions' through branches, ATMs, and 24/7 online and mobile banking.

“vCom has helped us consolidate hundreds of bills across dozens of carriers, whilst getting us a great price on the services we use.”

LEE GARSTIN
TRI COUNTIES BANK
NETWORK ENGINEER

CHALLENGES

Tri Counties Bank has seen record growth over the past three years, expanding to over 90 locations throughout California. Before partnering with vCom, the bank's stretched IT team was solely responsible for managing all aspects of their technology environment. This included handling multiple carriers and technologies, as well as organizing and processing over 150 monthly invoices—a challenging task given the bank's rapid expansion. The acquisition of new small regional banks added another layer of complexity, as understanding and integrating each bank's inventory became increasingly daunting. The growth in locations also led to rising costs in both wireline and mobile services, further straining the IT team as they struggled to maintain control over the expanding enterprise each month.

SOLUTION

vCom worked closely with Tri Counties Bank's IT team to manage the transition of both existing services and newly acquired bank services under vCom's management. After conducting a thorough cost comparison, vCom's professional services team successfully sourced and negotiated contracts with new network providers. This ensured a smooth migration process, with vCom collaborating closely with the IT team to minimize disruptions.

Circuits Under Management

- 35

Challenges

- Manage a multi-site/multi-carrier network infrastructure
- Obtain visibility of technology spend and inventory
- Manage 150+ monthly invoices, including GL coding & A/P Posting

Impact

- 150 invoices condensed to one invoice
- Automated processes that save days of labor each month
- Full visibility into assets, resulting in better governance and management

This strategic move led to significant savings for Tri Counties Bank, reducing their monthly invoices by over 45%. In addition to the financial benefits, the partnership also provided the stable and uninterrupted service the bank needed, reinforcing the value of the collaboration between Tri Counties Bank and vCom.

With this new partnership, Tri Counties Bank's IT team experienced immediate growth in both size and expertise. All services and inventory were consolidated and efficiently managed through vCom's cloud-based platform, vManager. The platform allowed Tri Counties Bank to streamline operations, with vCom handling sourcing, order management, trouble escalation, service moves or changes, and inventory management. This comprehensive support enabled the IT team to focus on higher-level strategic initiatives, confident that their technology environment was in capable hands.

RESULTS

Beyond the significant savings and enhanced visibility, Tri Counties Bank also achieved consistent, redundant, and optimized services across all of their branch locations by utilizing the vManager platform to manage services from eighteen different carriers. This level of management ensured that each branch had reliable and efficient connectivity, which was crucial for maintaining seamless operations throughout their expanding network.

- ✔ Assets under management: \$4.4B
- ✔ Monthly invoice savings: over 45%
- ✔ Over 150 invoices down to one invoice

A key benefit of this partnership was the consolidation of billing. Instead of dealing with multiple invoices from various carriers, Tri Counties Bank now received a single, detailed monthly bill from vCom. This bill provided clear cost allocation for both wireline and mobile services, simplifying financial management and offering greater transparency into their telecom expenses.

By leveraging vCom's professional services team as an extension of their IT organization, Tri Counties Bank's IT team was able to redirect their focus from day-to-day telecom management to better supporting their users and branches. The partnership allowed the IT team to concentrate on more strategic initiatives, confident that their telecom environment was being expertly managed. This collaboration not only enhanced operational efficiency but also contributed to the overall growth and success of Tri Counties Bank.

