InterBank®

Case Study

Customer Challenge

Desired Colocation Data Services with power Reliability, greater connectivity, and carrier density for network flexibility.

Solution
RACK59 Data Center

Value Provided
- Now positioned to implement new technology.
- Building a private cloud network, possible because of RACK59 Colocation Services.
- Secured the desired carrier density resulting in greater options for network connectivity.

About Interbank
InterBank is a financial institution that started with just five locations and 60 employees. They have since scaled their business to nearly 600 employees and 40 locations in Texas and Oklahoma with primarily commercial accounts. The company has assets of more than $3.5 billion and predominantly provides large loans for commercial businesses in various industries including hospitality and agriculture, which equates to larger loans and financing. InterBank also serves roughly 100k consumer customers.

InterBank's commercial financial offerings center around:

- Business checking, savings, and cash management programs
- Agriculture Loans
- Commercial & Industrial Loans
- Oil & Gas Loans
- Real Estate & Construction Loans

Through a commitment to integrity as well as customer and company profitability, they work to provide exceptional service and contribute to the economic power of the communities they serve.

The Challenge to Overcome

With the large increase in growth of operations and personnel over the past decade, there has also been an increasing need for more IT resources and support. InterBank now employees a ten-person IT team spread across the 40 locations, with their technology focus being on serving their employees and loan officers, with many now working remotely. Because of the continued growth of branches across multiple states and with an increase in remote workers, they began to see a great need for improved connectivity to ensure reduced latency, improved redundancy, and reliability of their IT infrastructure.

Having attempted to utilize a large out-of-state colocation data center in the past, they were exposed to poor customer service and many limitations with the offering of the colocation data center, including being locked into a single Internet carrier.

To remedy these concerns, InterBank chose to return to an on-premise infrastructure model but began to have issues with adequate HVAC cooling, appropriate generator maintenance, and the additional CapEx costs of properly securing their server room space. Managing and controlling their facility's operations while accomplishing their main IT and business objectives was becoming very time-consuming and cost-prohibitive. It also became apparent that any issues with local power or connectivity providers resulted in their IT infrastructure being unavailable to remote staff and branch locations.

InterBank needed improved power reliability, and carrier density to enable greater flexibility when choosing the appropriate carriers for their growing network. The company's continued growth and success has resulted in the addition of many remote workers and branch locations spread throughout Texas and Oklahoma. These additional staff and locations have resulted in a need for higher speed connectivity and provider reliability. With several branches located in remote rural areas and a limited opportunity to cross-connect with regional ISPs, connecting to these locations to the bank's wide-area-network was proving to be a significant challenge.

In addition, the InterBank team desired to streamline internal processes, reduce operational expense and improve their security posture.

They surmised that they needed to reconsider a colocation data center to help them accomplish these goals. RACK59 provided the appropriate colocation solution and has assisted in mitigating the risks associated with handling and connecting their IT infrastructure in their corporate location.

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Solution Implemented

RACK59 launched a comprehensive plan that began a move of InterBank's IT assets into our OKC data center. This infrastructure move has provided a scalable solution with improved reliability, greater connectivity, and increased security for their applications and data. It has also provided a greater level of personal service and a closer distance to their main office. RACK59's colocation solution has allowed the InterBank IT Director and team to focus on the daily IT needs of their staff and provided a roadmap for transitioning out of their on-premise data center space. Some of the solutions RACK59 was able to provide included:

Offered greater connectivity with superior carrier density. RACK59 partners with 27+ different ISPs and is the largest carrier hotel in Oklahoma. This allowed Interbank to choose what Internet carriers they preferred to work with and provided greater flexibility.

Reduced the commute time to visit the colocation site. InterBank's previous colocation data center was almost 5 hours away, making it more difficult and time-consuming to check equipment and implement new technology. RACK59 is only 30 minutes away from their main office making it a more desirable location.

Provided a more personal level of customer service. One of InterBank's greatest challenges with their previous colocation data center was the lack of personal touch and communication from the data center. By choosing RACK59, they know they will always be able to get in touch with someone they know and trust and can provide the help they need.

Allowed for scalability. Because of the sizeable campus of RACK59, Interbank knew that as they grew, RACK59 would be able to grow with them and could continue to provide the space, power, and reliability they need.

These solutions allowed InterBank to focus on its core business strengths and fiscal goals instead of managing HVAC, generators and worrying about security for an on-premise data center.

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Carrier Hotel - A moniker usually given only to the most interconnected data centers, those that usually serve as the center of connectivity for a specific region.

Making the Move To a Colocation Data Center

The positive improvements we've been able to help InterBank achieve such as, implementing new technology, building a private cloud network, and securing desired carrier density, are just the beginning of what our colocation data center can help organizations to achieve.

Looking to put your organization in a position for a stronger technology posture, improve your IT security, and seeking greater connectivity diversity?

Schedule an in-person or virtual tour of the RACK59 data center online at RACK59.com

Contact Us

Successful Outcomes

InterBank is now able to implement new technology, starting with a Virtual Desktop Infrastructure. This is something that SVP and IT Director, Daniel Ruhl, wanted to implement for some time due to the advanced security it would allow, but did not have the level of connectivity needed. Because of RACK59's Internet carrier density and flexibility, they are now in the process of implementing their VDI solution.

InterBank has also been able to move to a new SDWAN (Software-Defined Wide Area Network) providing increased network speeds and agility. This update has provided the opportunity to use more commodity grade, Internet circuits, it has assisted in reducing latency, and improved the quality of service on their circuits.

Lastly, InterBank is in the process of building a private cloud network, made possible by the secure, reliable, mission-critical facility and personal service they receive through a RACK59 colocation solution.

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