



FORWARD IN
TECHNOLOGY

CASE STUDY:

Regional Bank's Seamless IT Transition

The Challenge

A reputable financial institution in Oklahoma with over 10 branches and over 140 employees, faced a critical decision regarding their Managed Service Provider. As they prepared for various transitions, they identified several areas needing improvement: inadequate WAN bandwidth, restricted control over their infrastructure, and resistance to implementing desired security and productivity enhancements.

The FIT Solution

After thorough evaluation, the bank selected Forward In Technology (FIT) for their unique approach to serving community banks:

- FIT orchestrated a carefully sequenced migration that prioritized business continuity while methodically transferring critical services:
 - Network Infrastructure: Transformed from a costly, bottlenecked system to an optimized hub-and-spoke topology with modern SD-WAN technology
 - Email Platform: Migrated seamlessly from on-premises Exchange to Microsoft 365 with enhanced security and collaboration tools
 - Cybersecurity: Coordinated deployment of advanced protection across all endpoints without any security gaps
 - Backup Systems: Preserved irreplaceable historical data while implementing more robust, cost-effective solutions
 - Support Services: Deployed shared ticketing and management systems that empowered the internal IT team
- As a **Shareholder in Bankers Bancorp of Oklahoma**, the bank enjoys unique benefits from their relationship with FIT including preferential pricing and potential dividend returns.

“What really set FIT apart was their willingness to sit with our team and understand our processes before suggesting solutions. They didn't come in with a pre-packaged solution—they built one around our specific needs.”
—Bank IT Director

Collaborative Approach

FIT's partnership philosophy transformed what could have been a challenging transition into a seamless experience.

- Shared Expertise: FIT's technical specialists worked alongside the bank's team throughout the process
- Transparent Communication: Clear project management with visibility into all timelines and milestones
- Co-Management Model: Tools and platforms designed to enhance rather than replace internal capabilities
- Banking-Specific Knowledge: Deep understanding of community bank operations, security requirements, and compliance needs

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THE RESULTS

BANK CASE STUDY

Reduction in Costs

Backup and DR	The bank reduced backup and DR costs significantly while greatly improving the RPO, RTO, and retention.
ISP and WAN Connectivity	The bank reduced Internet connectivity costs by about half by switching to FIT's brokered ISP relationships. This change also increased average bandwidth by 1000% (15Mbps to 165Mbps), with a minimum branch speed of 100Mbps.

Operational Continuity

Zero Customer Impact	Throughout the multi-month transition, bank customers experienced no service interruptions or degradation.
Minimal Employee Disruption	Staff productivity remained unaffected, with most changes occurring transparently behind the scenes.
Smooth Email Transition	All historical email data was preserved, with users experiencing no communication gaps.

Enhanced Technical Capabilities

Modern Collaboration	Migration from legacy Exchange to Microsoft 365 unlocked powerful tools including Teams, SharePoint, and OneDrive.
Enhanced Security Posture	The implementation of Microsoft Defender and ThreatLocker significantly reduced the risk of ransomware and other threats.
Better Visibility	The shared ticketing system provided unprecedented insight into support metrics and recurring issues while improving the collaboration between FIT and the bank's IT team.

Strengthened Strategic Position

Reduced Dependencies	The bank now owns all equipment, direct relationships with ISPs, and greater control over their own technology stack.
Improved Compliance	Enhanced reporting capabilities streamlined audit processes.
Prepared for 2025 Projects	The modernized infrastructure established a solid foundation for other planned 2025 transitions.



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