



FAST FACTS

Industry
Financial services

Challenge
Deliver a new banking service using environmentally friendly technology on-time and on-budget

Solution
Within a week WEI installed the latest blade technology and trained bank staff to manage an efficient virtualized environment to support the new service

Results
Enhanced client service using a greener IT infrastructure

Middlesex Savings Bank Launches New Service On-Time and On-Budget With Leading-Edge HP Blade Technology From WEI

Customer

Middlesex Savings Bank is the secondlargest mutual bank in Massachusetts and the sixth-largest mutual bank in the country. The bank operates 25 branches west of Boston with commercial offices in Concord, Natick, Waltham and Westborough.

Challenge

Striving to enhance customer service and reduce its environmental footprint, bank IT staff was eager to introduce a new service to its commercial clients using efficient new technology.

The new service – called Online Deposit – enables customers to scan checks they receive on their own premises and transmit electronic files to the bank instead of deliver sacks of paper checks to a branch. The bank’s goal was to introduce the service as part of a technology upgrade to consolidate multiple servers into an efficient virtualized blade environment.

“We began work with another VAR but the project was falling behind schedule due to the VAR’s lack of experience. It became clear we needed to bring in a VAR that had the expertise to help us migrate to the new technology quickly,” said John Nolan, Network Operation Manager for Middlesex Savings.

Solution

Two days after Nolan’s call, Worldcom’s business process improvement specialists installed HP’s latest C-class BladeServer technology. Worldcom engineers worked with bank staff to set up a virtualized environment which enabled the bank to consolidate servers and support Online Deposit.

Results

“Thanks to the nimble assistance of WEI we were able to deliver our new service on-time and onbudget with technology that will generate lasting savings,” Nolan said. “Online Deposit has a substantial customer impact because if you’re taking in checks all day long, the ability to scan them in your place of business and have them electronically credited to your account is a huge time-saver compared to having to drive them to a branch for deposit.”

For More Information

Please contact us at [603.893.0900](tel:603.893.0900)

“WEI specialists know what they are selling and their flexibility and technical expertise are head and shoulders above the capabilities of other resellers.”

John Nolan
Network Operation Manager
Middlesex Savings Bank