

MIDDLESEX SAVINGS BANK LAUNCHES NEW SERVICE ON-TIME AND ON-BUDGET WITH LEADING-EDGE HP BLADE TECHNOLOGY FROM WEI



Middlesex Savings Bank is the second largest 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.

SITUATION :

Striving to enhance customer service and reduce its environmental footprint, bank IT staff were 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.

"Worldcom 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

SOLUTION:

Two days after Nolan's call, WEI's business process improvement specialists installed HP's latest C-class BladeServer technology. WEI 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 on-budget 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."

ABOUT WEI

WEI is an innovative, full service, customer centric IT solutions provider.

Why WEI? Because we care. Because we go further.

At WEI, we're passionate about solving your technology problems and helping you drive your desired business outcomes. We believe in challenging the status quo and thinking differently. There are a lot of companies that can take today's technology and create a great IT solution for you. But we do more. We go further. And we have the customer, vendor and industry awards to prove it. WEI is a premier technology partner, who always puts our customers first while providing the most innovative solutions for over 25 years.

"We recognized that we needed to invest in the latest technology to deliver superior service to our customers using the most environmentally responsible approach," Nolan continued. "Our experience demonstrates how important it is to find a technology partner who can provide expertise throughout the whole process, from selecting the hardware to assisting with implementation and training."

CUSTOMER'S RECOMMENDATIONS


"We couldn't ask for a better start than we had with WEI— somebody who comes in and rescues an important project," Nolan said.

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