

Case Study: Goppert Financial



McGladrey IT-VisionSM improves financial institution's network stability, efficiency and regulatory exam results

"The McGladrey IT-Vision solution has been a significant asset. It's helped us alleviate issues related to network stability and efficiency and had a positive impact on our regulatory exams."

*Dusty Goppert,
Assistant Vice President,
Goppert Financial Bank*

Overview

Established in 1879, Goppert Financial Bank (Goppert Financial) is a community bank with four locations in suburban Kansas City, Mo. It's grown significantly over the past three years—as of the end of 2011, Goppert Financial had more than \$71 million in assets, with a net income increase of 12.1 percent in 2011.

Background

The bank had been outsourcing their IT operations, but had grown dissatisfied because of lack of attentiveness and a low level of network support. As a result, Goppert Financial didn't score as well on regulatory exams as they hoped, and they began searching for a new IT partner that would deliver better service and be more responsive.

Project

Goppert Financial management selected the McGladrey IT-Vision managed services solution to help them maximize their return on their technology investments. The McGladrey team began the project with a needs assessment to determine the bank's desired results and level of support required, taking time to evaluate and understand their network and unique user environment.

Using McGladrey IT-Vision, McGladrey acts as Goppert Financial's full-time IT staff, managing and monitoring their networks, maintaining a secure environment and upgrading and patching their network, when necessary. McGladrey maintains an internal presence at the bank, and an external help desk function handles technology issues from printing problems to resetting passwords. McGladrey IT-Vision provides Goppert Financial with seamless access to qualified IT personnel, allowing their internal employees to focus on the bank's main goals.

McGladrey monitors Goppert Financial's IT systems remotely, 24 hours a day, uncovering and preventing problems before they can become serious. The team also performs software updates and advises the bank when new hardware and software expenditures are necessary. In addition, McGladrey conducts quarterly reviews of Goppert Financial's network performance and advises the bank's steering committee, helping the bank holding company make wise decisions regarding their technology.

Outcomes

The *McGladrey IT-Vision* platform has resulted in the following benefits for Goppert Financial:

- A more stable, efficient and effective network
- Better regulatory exam results
- More satisfaction from end users
- Increased dependability and redundancy from new technology applications
- More efficient backups, with periodic checkups
- Significant cost savings

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