



IPRO's Financial Solutions Drive Growth for Large Regional Bank

At a Glance:

Client: **Large Regional Bank**

Challenges:

- Different phone systems across branches
- Customer service
- Lack of integration
- Infrastructure

Solutions:

- Redundancy
- 7,500+ endpoints
- Contact Center agents
- Workforce Optimization
- Fiserv Integration

This is a case study showcasing the transformative impact of IPRO's financial solutions on Large Regional Bank, a large regional financial institution.

Founded in 1864 as a small community bank, Large Regional Bank has evolved into the second-largest financial institution in its home state, serving a seven-state footprint. The paper highlights Large Regional Bank's remarkable financial growth, the challenges it faced, and the innovative solutions provided by IPRO.



Financial Growth:

Large Regional Bank's journey from a **\$2 million** asset base in 1946 to a staggering **\$44 billion** in assets by 2022 is an impressive testament to its growth strategy. This growth trajectory presented unique challenges that required strategic solutions.

Challenges:

Large Regional Bank encountered several key challenges:

- **Disparate Phone Systems:** Managing over 20 phone systems across 350+ branches was logistically complex.
- **Service Limitations:** Existing phone systems and IVR limitations began to hamper customer service.
- **Fiserv Integration:** Integration with an aging Fiserv platform was essential but challenging.
- **Infrastructure Transition:** Large Regional Bank was in the midst of a transition to managed cloud services, necessitating an infrastructure upgrade.

Solutions:

In addressing the challenges faced by Large Regional Bank, IPRO's innovative solutions played a pivotal role in reshaping their operations and setting the stage for sustained growth. IPRO provided:

- A redundant multi-node Mitel core.
- Deployment of **7,500+** endpoints.
- Establishment of a **300+** Omni-channel Contact Center with skilled agents.
- Implementation of **500** IVR ports.
- Introduction of call and screen recording capabilities.
- Adoption of workforce optimization tools.
- Seamless integration with the Fiserv platform.

Competitors:

When evaluating technology providers, Large Regional Bank faced a crucial decision. This section delves into why Large Regional Bank chose IPRO/Mitel over formidable competitors like Cisco and Avaya, shedding light on the critical factors that influenced their choice:



Partnership and Trust:

A decade-long relationship with IPRO instilled confidence in their ability to deliver present and future solutions.



Deep Understanding:

IPRO's deep understanding of Large Regional Bank's unique challenges and environment was invaluable.



Unmatched Solution:

IPRO/Mitel offered a flexible, fully managed solution that seamlessly integrated with Fiserv, surpassing competitors.



Reputation:

Mitel's leadership in Gartner's Magic Quadrants underscored their credibility.



Competitive TCO:

IPRO/Mitel's solution was competitively priced, aligning with industry leaders in Gartner's Magic Quadrants.

Conclusion:

I PRO's financial solutions have propelled Large Regional Bank's growth and positioned it for sustained success. Large Regional Bank's remarkable financial journey, coupled with strategic technology investments, exemplifies the transformative power of innovative financial solutions. With I PRO's continued support, Large Regional Bank is well-prepared to navigate the evolving financial landscape successfully.



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