



CASE STUDY

Integra Bank Corporation Relies on Tripp Lite to Protect New Data Network



SUMMARY

Customer

Integra Bank Corporation, operating 80 full-service banking centers, 137 ATMs and four commercial lending offices throughout Indiana, Illinois, Kentucky and Ohio. Integra Bank is headquartered in Evansville, Indiana, about 180 miles southwest of Indianapolis.

Goal

1) Replace the existing network hardware at all the bank branches including routers, switches and UPS systems; and 2) reduce downtime spent by local branch personnel manually resetting modems or bypassing/rerouting power during a UPS failure.

Solution

Tripp Lite UPS Systems (Models: SU1500RTXL2Ua and SMART1200LCD), power distribution units (Model: PDUMH15ATNET), surge suppressors (Model: TLP604TEL), Web management accessory cards (Model: SNMPWEBCARD) and computer cables (Model: P606-010-R).

Results

1) Stable, backup solution for all locations; 2) reduced time spent by technicians guiding branch personnel through manual bypass; and 3) allowed IT personnel to remotely reset network hardware after exhausting traditional methods.



"We've got a protected data network and now we're saving money, time and resources; all courtesy of Tripp Lite!"

Curtis Miller
Telecom & Network Systems Manager
Integra Bank Corporation

Customer

Integra Bank Corporation, Inc. is headquartered in Evansville, Indiana, and currently operates 80 full-service banking centers, 137 ATMs and four commercial lending offices throughout Indiana, Illinois, Kentucky and Ohio.

Goal

Curtis Miller, Telecom & Network Systems Manager for Integra Bank Corporation, was tasked with replacing the legacy frame relay network connecting all of Integra's banking centers. He then established two goals: 1) replace the existing network hardware at all the bank branches including routers, switches and UPS systems; and 2) reduce downtime spent by local branch personnel manually resetting modems or bypassing/rerouting power during a UPS failure.

Solution

Since a "legacy frame relay network" is essentially a private data network utilizing older technology, Miller chose to proactively replace the data network instead of waiting for actual component failure in the future, which could result in unplanned outages. Since Integra's data network stored critical customer account and employee information, Miller knew any component failure would cause critical loss of information and lead to poor customer service.

Although Integra was currently using APC products, Miller never seriously considered them for the network replacement because: 1) he was disappointed in APC's hardware reliability; and 2) he felt APC's pricing was too high. In need of a reliable and cost-effective power protection solution, Miller attended VoiceCon, an annual series of seminars designed to present IT personnel with the latest in new enterprise communications, technologies, systems and services. It was at VoiceCon where he met Lynn Cox, Tripp Lite District Manager for Indiana, Kentucky and Michigan.



Miller relies on a Tripp Lite UPS System to provide a stable backup solution at each of their branch locations in order to protect Integra's business-critical network.



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At the Tripp Lite booth, Miller arranged for Cox to visit him at one of Integra's banking centers in Evansville and perform a power audit once he returned from VoiceCon. During Cox's power audit at Integra's bank, Miller learned that Tripp Lite offered other valuable solutions for Integra's data network in addition to UPS systems. He learned more about power distribution units (PDUs), surge suppressors, and cable and connectivity products. Miller became especially interested in Tripp Lite PDUs and how valuable they would be for remotely powering up or powering down Integra's routers. After Cox's presentation, Miller selected Tripp Lite to handle the power aspect of Integra's hardware replacement and safeguard their business-critical data network.

Tripp Lite provided the following solutions for Integra to ensure the highest level of power protection:

- UPS Systems (Models: SU1500RTXL2Ua and SMART1200LCD)
- PDUs (Model: PDUMH15ATNET)
- Surge Suppressors (Model: TLP604TEL)
- Web Management Accessory Cards (Model: SNMPWEBCARD)
- Computer Cables (Model: P606-010-R)

Results

Miller said, "Before I met Lynn Cox, I didn't know much about Tripp Lite. I was only looking for a base alternative for Integra's legacy frame network. Lynn then opened my eyes to everything Tripp Lite had to offer!"

At the project's completion, Miller exceeded both of his goals for Integra Bank Corporation. First, the replacement of all UPS systems provided Integra with a stable, backup solution for all branch locations, while the addition of PDUs (something new for Integra) provided a redundant power configuration that allowed instant bypass when needed.

Second, related downtime was eliminated (and valuable resources are no longer wasted) because a technician is no longer required to manually walk branch personnel through a bypass. According to Miller, "The SNMP-enabled PDUs were installed with network components connected to pre-assigned outlets as numbered on the PDUs. This solution now allows our IT technicians to remotely reset network hardware, including out-of-band backup modems."

Overall, Curtis Miller and Integra Bank Corporation have been extremely satisfied with Tripp Lite's power protection solutions.

"In addition to Tripp Lite UPS Systems protecting our network, their PDUs have proven very valuable. Before the network replacement, we were using a managed router service to monitor the status of the routers," Miller said. "If there was a problem after hours, it was difficult to tell if the issue was related to the data circuit or the equipment with no staff on hand to verify power."

"Now, our PDUs allow our IT personnel to power up or power down network devices remotely without waiting to send someone out in the morning," Miller continued. "We've got a protected data network and now we're saving money, time and resources; all courtesy of Tripp Lite!"



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