



See how we manage Tri Counties Bank's technology to provide visibility into their spend and save them 45% on monthly invoices.



## Background

Tri Counties Bank, headquartered in Chico, California, has provided consumers, small businesses, and commercial banks throughout Northern and Central California, with extensive financial services for over forty years. Tri Counties Bank offers a variety of platforms for clients to facilitate "Service with solutions," through stand-alone and in-store branches as well as 24/7 access to ATMs, online and mobile banking.

*"vCom Solutions is a trusted partner who we rely upon to manage our telecommunications. More importantly, we are in alliance with a company who cares about our business, provides sound, strategic advice, which enables us to focus on banking. The partnership formed between our companies is a testament to the genuine people working for vCom."*

**Bruce Barnett, CIO**

## Challenge

Tri Counties Bank has experienced record-growth within the past three years expanding to over 90 locations throughout the state of California. Prior to vCom, Tri Counties Bank relied solely on the efforts of their stretched IT team to manage all aspects of their technology environment. Their team faced the challenge of managing multiple carriers, technologies and organizing all monthly invoices while maintaining their growing enterprise each month. The acquisition of new small regional banks and understanding their inventory was a daunting task. The increase of locations resulted in rising costs across wireline and mobile services.

### Challenge

- Manage a multi-site and multi-carrier network infrastructure
- Obtain visibility of technology spend and inventory
- Manage 150+ monthly invoices, including GL coding & A/P Posting

### Solution

- Move services under vCom management
- Leverage vManager for operational and accounting management of spend
- Manage migration to new technology

### Benefits

- A single invoice for all offices, carriers and products
- A single support team nationwide
- Automated processes that save days of labor each month

# By the Numbers

Locations Under Management

88

Employees Across California

983

Largest Bank in the United States

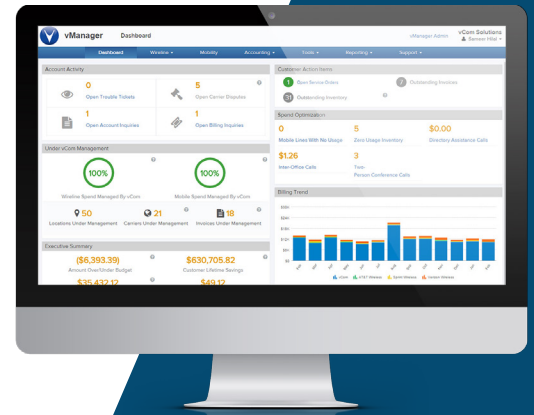
#115

Assets Under Management

\$4.4B

## Transformation

vCom worked closely with Tri Counties IT team to tackle the transition of Tri Counties' existing services, and newly acquired bank services, under vCom's management. After a comprehensive cost comparison, vCom's professional services team was able to source and negotiate contracts for new network providers, and managed the migration closely with the IT Team. This migration saved Tri Counties Bank over 45% off their monthly invoices, and provided them with the stable and uninterrupted service they were seeking. With a new partnership in hand, Tri Counties Bank's IT team immediately expanded in size and expertise, with all services and inventory consolidated and managed through vCom's cloud-based management platform, vManager. All sourcing, order management, trouble escalation, service moves or changes, and inventory were now handled in partnership with vCom's professional services team.



## Results

In addition to savings and visibility, Tri Counties Bank achieved consistent, redundant and optimized services for all of their branch locations by utilizing vCom's platform for managing eighteen carriers. Furthermore, Tri Counties Bank received a single monthly bill illustrating their cost allocation for their wireline and mobile services. By leveraging vCom's professional services team as an extension of the IT organization, Tri Counties Bank's IT Team could focus on better supporting their users and branches.

*"vCom has helped us consolidate hundreds of bills across dozens of carriers, whilst getting us a great price on the services we use. This has eased the burden on our team exponentially."*

**Lee Garstin**, Network Engineer

## About vCom

We're revolutionizing how technology expenses are managed. We've been leading this quiet revolution for 15 years, delivering the products, platform, and people to manage our customers' business technology and deliver visibility, control, and cost savings.



For more information, visit [vcomsolutions.com](http://vcomsolutions.com)



12657 Alcosta Blvd, Suite 418  
San Ramon, CA 94583



Main: 800-804-VCOM  
Direct: 925-244-1800