



## Delivering Uncompromising Value Through Remote Management

Combining deep technology expertise with proactive monitoring, management and support, JMARK ensures that Bank of Bolivar's systems are available, secure and performing optimally.

Bank of Bolivar began operations in April 1997 from a humble facility in Bolivar, Mo., with \$3 million in capital and a bold idea: to be the best bank in the area by hiring local people with a focus on superior products and exceptional customer service. The 25 investors who banded together behind that vision were mostly located in and around Polk County, Mo., allowing for local control and decision-making. Today, Bank of Bolivar is a full-service financial institution with two locations in Bolivar and branches in Fair Grove and Springfield. The bank also offers comprehensive online banking services.



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#### **THE CHALLENGE**

Becky Walker, Technology Officer for Bank of Bolivar, is responsible for ensuring that the bank’s computer systems and network are up-to-date, secure and compliant with regulatory requirements. As the bank has grown, Walker faced the challenge of maintaining desktops, servers and other equipment across four locations. With no means of remote management, that meant driving to each facility to physically update or troubleshoot systems.

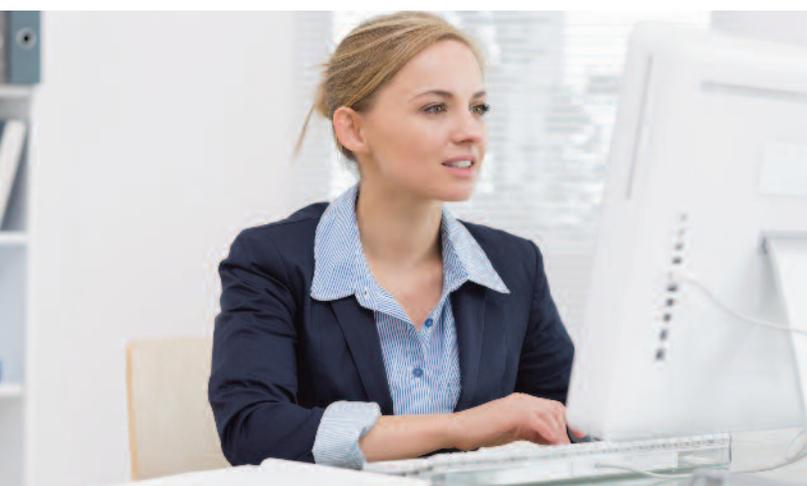
“This got to be quite a job on top of my other operations responsibilities,” Walker said. “Plus, technology kept evolving and it got to be where you need to know more all the time in order to keep up. But we weren’t at a point where we could justify hiring a full-time person focused on IT.”

The bank had a relationship with an IT support company but the technicians had to come onsite to fix any problems. The arrangement did little to relieve the burden on Walker.

“That’s when our president asked me to listen to what JMARK could do for us. I’m going to be honest — I didn’t have a very open mind because I didn’t really think they could do everything that everybody thought they were going to be able to do,” said Walker.

Walker heard how JMARK could handle all of the bank’s patches and updates, manage routers and firewalls and troubleshoot any issues — all remotely.

“After the meeting the president asked me, ‘What did you think?’ I said, ‘If they can do everything they say they can do, I’m in love,’” Walker said. “So we got some references, did our due diligence and signed on with JMARK. Then in the first month or so we had a crisis with some of our network equipment. JMARK had spare equipment they brought out for us to use until we could get a replacement part ordered. They passed the test with flying colors.”



## THE SOLUTION

JMARK tailored the managed services offering to meet the specific needs of the bank. Around-the-clock monitoring is critical — a number of financial updates are performed at night, so the network and systems have to be up and running. Because Walker prefers to perform some support tasks herself, JMARK informs her of any alerts and lets her decide how best to proceed.

“Through their monitoring and proactive approach, I am aware of any issues and have the opportunity to fix as many things as I can the night before,” she said. “I don’t have a big mess on my hands when I get to work.”

The JMARK team handles day-to-day maintenance tasks from JMARK’s Network Operations Center (NOC) in Springfield, Mo. The team includes multiple engineers in each IT discipline who provide knowledgeable support and prompt problem resolution.

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“There’s no way we could hire employees with all the qualifications they have,” said Walker. “In addition, JMARK keeps extensive notes on how our network and systems are set up so that any of their employees can assist us. And they are very responsive. If a system is down and we’re not able to do business, they work on it immediately.”

JMARK also looks out for the bank’s best interests. For example, the bank refreshes desktops every five years, and JMARK proactively looks for the best pricing on replacement hardware. The JMARK team then handles the installation — work that’s included in the managed services agreement.

“Typically we replace 15 or 20 desktop each year,” said Walker. “Before they bring those workstations out to me, they get the critical information they need — the location they’re going to, what IP address I want, what computer name I want. When they bring those machines out, they can do 20 machines in two days’ time because they do all the prepping in advance.”



## SOLUTION SUMMARY

### Bank of Bolivar

- Geographic expansion, growing numbers of users and increasing technological complexity made in-house IT support difficult.
- JMARK tailored a managed services program to relieve the support burden while allowing for in-house control.
- Proactive maintenance ensures that patches and updates are applied promptly for increased security and regulatory compliance.
- Remote monitoring and support enable problems to be addressed and resolved quickly and changes pushed out across all systems automatically.
- JMARK provides expertise across all IT disciplines in a solution that’s more cost-effective than hiring additional personnel.



# BANK of BOLIVAR

*“Your Community Bank”*

**“JMARK is our tech department. I was skeptical but have seen firsthand what they can do. I have become a true believer in the value that JMARK brings.”**

### THE RESULTS

JMARK has relieved the burden on Walker through a solution that is more cost-effective than hiring even one technician. Plus, Walker doesn't have to worry about having just one person to rely upon.

“It's hard to find qualified IT staff because people with those kinds of skills typically don't stay here in a small town when they could earn more in a larger city,” she said. “Even if you could find someone, you're back to square one when they leave or go on vacation. With JMARK, I have a whole team of experts to call on. And because they see issues across all of their customers they can fix things more quickly than an in-house person could.”

JMARK has also helped to optimize Bank of Bo-livar's security posture through proactive remote support. JMARK engineers understand which patches and updates need to be applied and test them first to ensure that they don't cause any issues.

They promptly perform the updates at night to minimize any disruption to the bank's business.



“They can also apply settings globally across all of our workstations,” Walker said. “This has enabled me to enforce password policies, to lock down Java and to immediately take steps to minimize the risk of any vulnerability that comes up.”

Walker has found that remote support through JMARK is actually more efficient than having an engineer come onsite.

“Originally, when they told me they were going to do things remotely, I was a little hesitant. But I learned quickly that they can fix 99 percent of things remotely. It is a benefit because they can do it faster, quicker and easier,” she said. “And they will come onsite if they need to.”

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## About JMARK

JMARK specializes in helping businesses eliminate technology pain while increasing efficiency and profitability. The JMARK team includes some of the best engineers and technicians in the industry, backed by disciplined processes and a state-of-the-art Network Operations Center (NOC). When you choose JMARK, you gain a technology partner who always keeps your best interests in mind by delivering your description of technology success.



[JMARK.COM](http://JMARK.COM) | 844-44-JMARK

#### MISSOURI

601 N. National Ave, Suite 102  
Springfield, MO 65802

#### ARKANSAS

688 Millsap Road  
Fayetteville, AR 72703

#### OKLAHOMA

5800 E Skelly Dr, Suite 500  
Tulsa, OK 74135

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