

# SUCCESS STORY

## BankWest of Nevada, Industry: Financial



### Customer Overview

With regional offices in the greater Las Vegas area and remote offices throughout Arizona and California, BankWest of Nevada has garnered a strong reputation in their market, and has been rewarded with growth that rivals the best in the nation. Staffed with experienced financial professionals, BankWest delivers a broader product array and larger credit capacity than community banks, yet are more responsive to customer's needs than larger institutions.

### Solution

DynTek partnered with Cisco Systems to plan, design, implement and optimize a converged network platform for BankWest that incorporated:

- Cisco Architecture for Voice, Video and Integrated Data (AVVID)
- Cisco CallManager
- VOIP Phones
- Unity Messaging

### Key Benefits

- Centralized Communication Platform that Fosters a More Productive Work Environment
- Higher Levels of Customer Service
- Lower Operational Costs
- Higher Reliability and Performance
- Enhanced Support for Mobile & Remote Workers

### About DynTek

DynTek is a leading provider of professional technology services to government and commercial customers in the largest IT markets nationwide. We provide solutions that address the critical business needs of organizations today, such as IT security, voice and data convergence (VOIP), enterprise access and technology management. Our practice areas incorporate an approach and methodology derived from over 18 years of experience in the assessment, design, implementation, management and support of technology solutions.

*"DynTek assisted us in project planning, implementation, and post conversion follow-up. All jobs were completed on time and on budget. In our rapidly expanding business environment, DynTek has met and exceeded all of our service requirements and our demands for the best price. We will continue to use DynTek for future projects and look forward to a successful business relationship."*

**Ron Pochop**  
Senior Vice President, BankWest of Nevada

### The Situation

As a customer-centric organization, BankWest of Nevada is dependent on its communication system to keep its employees connected to their customers, as well as one another. However, due to rapid expansion, BankWest of Nevada's current infrastructure was comprised of disparate communication systems that did not provide the flexibility, ease of use and accessibility required to meet real-time business demands.

### The Challenge

To keep pace with business initiatives and growth objectives, BankWest's information technology team determined that all locations needed to be converted to one, centrally managed converged communication system. They required a solution that would provide them with the flexibility and extensibility to add new branches, and the redundancy necessary to maintain 99.999% uptime.

### The Solution

BankWest decided to standardize the transmission of their voice and data communications over a network using open-standards-based IP. The company selected

DynTek to plan, design, implement and optimize a converged network platform, enabled by Cisco AVVID (Architecture for Voice, Video and Integrated Data). Over the course of a year, DynTek helped BankWest install over 500 Cisco Voice-over-IP (VOIP) phones, 6 Cisco Call Manager Servers, 2 Unity Voice Mail Servers and 18 Cisco Routers, as well as open 2 new financial institutions with 10 remote locations in Arizona and California.

As the core of the new system, DynTek deployed Cisco CallManager, a software-based call processing agent that provides centralized services to headquarters and remote branches alike. The solution extends traditional telephony features and capabilities to packet telephony network devices such as IP phones. Additional data, voice and video services such as unity messaging, multimedia conferencing, collaborative contact centers and interactive multimedia response systems interact with the IP telephony solution through Cisco Call Manager's open telephony application programming interface (API).

By standardizing their system on the Cisco AVVID platform, BankWest was able to reduce operating expenses, while creating a centralized communication structure that fosters a more productive work environment and higher levels of customer service. In addition, the solution provides enhanced hardware, software and network design reliability, as well as greater link / carrier and power / environment availability in order to meet BankWest's goal for 99.999% uptime.

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