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Celebrating 38 Years of Excellence

Why the
Farm Bureau Bank in
San Antonio Raves
About ICS & Their
Mitel Support

CASE STUDY - FARM BUREAU BANK



EXECUTIVE SUMMARY

Farm Bureau Bank (FBB) is a financial institution that was established in 1999. Their mission is to serve the banking needs of Farm Bureau Members across the country. The FBB partners with state Farm Bureaus and Farm Bureau Insurance Agents to market and promote their banking services. Data and voice communications are vital in supporting this sales channel.

With 500 employees and as a direct bank with no physical branches, FBB relies heavily on data and voice communications to deliver banking products and serve their members. Their center requirements are sophisticated enough to warrant a full-scale PBX (Private Branch Exchange) solution.

THE SITUATION

The Farm Bureau Bank needed a new phone system. They had an existing Mitel voice solution and were frustrated with the support levels they were receiving from Mitel direct

During the summer of 2017, they produced and disseminated a request for proposal (RFP) for a new phone system. Many Hosted and On-Premises solutions were evaluated during this process; however, ICS & MITEL were chosen as the winning solution by achieving all operational requirements.

THE SOLUTION

ICS met with their customers, reviewed their concerns and came up with a game plan to upgrade and support their existing solution compared to replacing it entirely. We provided a new Mitel 8.0 solution, and act as their technical support behind Mitel.

The Farm Bureau Bank signed a 3-year support agreement with ICS. Since that time, we have also assisted with several of their PBX projects.

CONTACT DETAILS

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HOW ARE THINGS TODAY?

John McKendrick, the Information Technology Manager from Farm Bureau Bank, says it all:

"I would highly encourage any other organization with a Mitel phone system to explore ICS as a partner in support. Their knowledge and expertise of this system allows us to remain nimble while focusing our efforts and technical resources on growing our business. For entities exploring hosted services, ICS can prove as a viable solution in this space as well. They have gone above and beyond our expectations."

WHY DO CUSTOMERS LIKE THE FARM BUREAU BANK RAVE ABOUT ICS & OUR MITEL SUPPORT?

Mitel offers a full range of high-quality, cost-effective business communication solutions for small single location businesses to large organizations with multiple nationwide offices. And ICS ensures that customers like The FBB get the right phone system for their precise needs.

WHY DO OUR MITEL CUSTOMERS RAVE ABOUT US?

ICS is very careful when selecting the communication products and services we offer to our clients. All products and services must meet the highest of standards. ICS is proud to sell, install and support products and solutions manufactured by Mitel.

For more information about Mitel products or service and how they can benefit your organization, please call us at (866)-427-4722 or contact us at ICS. We serve Houston, San Antonio, and Austin with best-in-class managed IT services including unified communications systems.

