

# Customer Success Story

## Locknet® Managed IT Services



“The Locknet support center passed all my tests. I personally called the support center with a number of issues to see first-hand how easy it would be to connect and get answers. They exceeded all my expectations. When I tell my employees to use the support center I can say it with confidence because it works!”

— Chris Myhre, President – Advantage Community Bank

### CUSTOMER:

**Advantage  
Community Bank**

Wausau, WI

### BUSINESS PROFILE:

Advantage Community Bank was originally founded as Dorchester State Bank (Dorchester, WI) in 1906. The bank expanded in 2003 to Wausau, Mosinee, and Edgar, WI and now has \$145M in assets and 28 employees. Advantage Community Bank is owned by local shareholders and serves the businesses, farms, and families in their communities.

## The Challenge

Up until around five years ago Advantage Community Bank handled their own IT. They had one IT employee, and things seemed to be working. Then an internal audit pointed out some weaknesses related to the limited IT resources. The bank's management knew they needed to put more focus on IT and decided to beef up their own IT with an outsourced provider.

## The Solution

The path to an IT partner was a journey for Advantage Community Bank, involving three different providers. Chris Myhre, President – Advantage Community Bank, says each did a good job for them. “Each educated us to the next level,” he said. “Each time we made a change the new provider brought us forward. Now with Locknet Managed IT Services, we are at the top.”

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**Locknet® Managed IT Services**

# Customer Success Story: Advantage Community Bank Locknet® Managed IT Services

## The Solution *(continued)*

**Support Center** – A tour of Locknet’s support center in Onalaska, WI was well worth the time. “Seeing their support center, how it operates, the quality of their staff, and the vast knowledge of security their employees have showed me that Locknet operates at a different level,” Myhre said.

All Advantage Community Bank employees use the Locknet support center for their IT questions. Bank management is adamant that their IT employee should not be trouble shooting user problems. “We need our IT person focusing on larger issues, the things that will enhance our customer experience,” Myhre said.

**Full Service IT** – A Keysuite™ client, the bank looks to Locknet to fully manage their IT services. When they transitioned to Locknet the bank had their own firewall, but Myhre appreciated the option Locknet presented to have them actively manage and monitor the bank’s information security with a Locknet firewall. “That in itself greatly relieved our burden,” he said.

**Reliable partnership** – Having a face-to-face relationship with his IT partner is very important to Myhre. “If I have a problem I need to be able to call my account executive, reach him, and get an answer,” he said. “I have that with Locknet.”

## The Results

With limited staff resources, Advantage Community Bank needed a strong IT partner, and they have that with Locknet. Myhre feels confident in moving forward with important IT projects because of the partnership.

One of those projects will be moving from their current site-based backup solution to offsite backup with Locknet. “With Locknet I am confident that we can store our data offsite,” Myhre said.

With where data is actually physically stored being of top concern to examiners, such a move could cause anxiety to any banker. But, Myhre expects no issues with Locknet. “At my Locknet tour in Onalaska I have physically seen with my own eyes where the data is stored. And, more importantly, the examiners know Locknet and that any bank partnering with them is in the best hands,” he said.



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### CUSTOMER:

## Heritage Bank

Spencer, WI

### BUSINESS PROFILE:

Heritage Bank is a locally owned and managed full service bank in business for over 100 years. The bank was originally capitalized in 1908 as Spencer State Bank with \$10,000 by 39 individuals. Today the bank has two locations (Spencer and Marshfield, WI), just over \$100 M in assets, and 25 employees.

“Information technology is changing at a rapid pace. In order to compete in the financial services industry, we need to constantly make investments in upgraded hardware and operating systems. As a community bank with limited resources, we look to our IT partner, Locknet®, for that.”

— Marty Reinhart, President/CEO – Heritage Bank

## The Challenge

The pressure to ensure secure operations doesn't change or diminish because of your size. In fact, smaller staff sizes make it more challenging. Such was the case for Heritage Bank. With 25 employees operating two locations, they did not have a dedicated IT expert on staff.

“It is difficult to achieve the level of IT support we need due to our limited human resources,” said Marty Reinhart, President/CEO – Heritage Bank. “And, as our bank has grown our IT needs have evolved. We needed a strong IT partner with solid expertise and the ability to guide us.”

A smaller staff means employees have multiple responsibilities. “With all of the other things we have to worry about in operating our bank, Locknet® provides us peace of mind that someone is always looking over our shoulder to keep our IT area running smoothly, now and in the future,” Reinhart said.



**Locknet® Managed IT Services**

# Customer Success Story: Heritage Bank

## Locknet® Managed IT Services

### The Solution

There are a number of things Locknet® provides Heritage Bank that Reinhart particularly appreciates:

- **Fully managed IT services** – Heritage is a Locknet® Keysuite™ client. “They monitor and support our bank operations through their sophisticated data center in Onalaska (WI),” Reinhart said. “They offer a team of professionals that are on call to make sure our bank operations are always up and running for our employees, as well as our customers.”
- **Input for strategic planning** – When considering their strategic plan Heritage Bank looks to Locknet® to provide them recommendations for their IT operation and network.
- **Quarterly review** – Locknet® meets with Heritage Bank on a quarterly basis to review their

account service, any issues that may have arisen, and to look ahead.

- **Locknet®’s approach** – “Locknet tackles whatever we give them and provides solutions,” Reinhart said. “Even with our very first discussion when we explained our configuration, they came back to us with recommendations that lessened our risk and were affordable.”
- **Proactive rather than reactive** – With a regular dialogue that is focused on looking ahead, Heritage is moving towards replacing things not because something is broken, but because it is part of the their plan.
- **Business continuity** – “Locknet was able to offer an affordable business continuity plan to back up our systems, and I sleep better at night because of that,” Reinhart said.

### The Results

Locknet® adds value. “I tell our people at the bank we must add value to what our customers come to us for – to do more than just meet a need,” Reinhart said. “That is what Locknet® does for us.” He cites three things that impress him most:

1. **Locknet® listens** – Locknet® provides answers and explains complicated matters in a way bank staff can easily understand.

2. **Partnership** – Heritage needs an IT partner on an on-going basis, and Keysuite™ provides that.

3. **High level of support** – Heritage staff visited the Locknet® Support Center in Onalaska prior to becoming a client and saw first-hand the high level of service Locknet® delivers. They also were able to visually see where their data is stored – all very important elements to the bank.

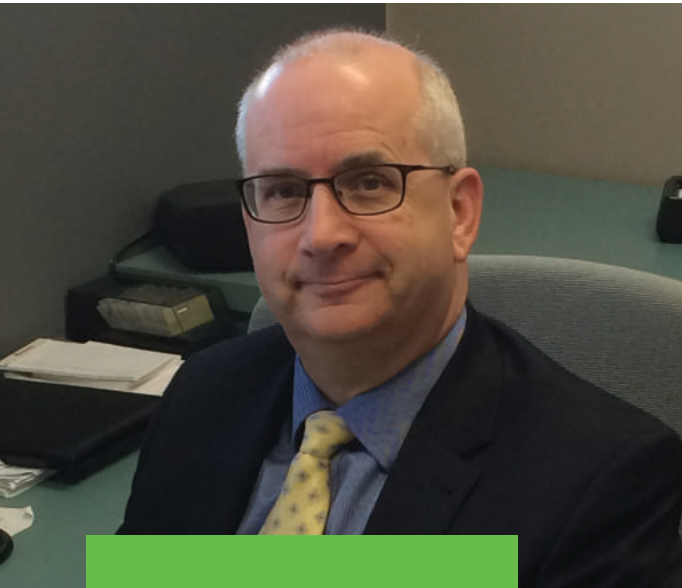


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# Customer Success Story

## Locknet® Managed IT Services



“Locknet® understands our core system and IT needs. We have a great relationship with them, and having them as my IT partner gives me peace of mind. I don’t have to stay awake at night because I know they are.”

— Cameron Miles, President/CEO  
Keystone Savings Bank

### CUSTOMER:

## Keystone Savings Bank

Iowa

### BUSINESS PROFILE:

Keystone Savings Bank opened on April 27, 1935 to meet a community need after two local banks failed in the Great Depression. Today the bank is owned by 22 shareholders, has four locations (Keystone, Marengo, Center Point, and Pleasant Hill, IA), approximately 25 employees, and \$90M in assets.

## The Challenge

It was time for Keystone Savings Bank to find a new IT partner. With increasing attention to security issues, Keystone identified a must-have list for their IT needs:

- Knowledge of the banking industry
- Understanding of the regulatory issues facing banks
- Strong technical skills
- Consistency in personnel
- A robust product offering
- Uncompromising attention to security

With four locations they also needed an IT partner that could soundly connect them and provide the communication and networking they required to work efficiently and effectively. And those systems needed to be secure.



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# Customer Success Story: Keystone Savings Bank

## Locknet® Managed IT Services

### The Solution

"IT was a shared responsibility between me and our Cashier – we didn't have an employee dedicated to managing our IT," said Cameron Miles, President/CEO – Keystone Savings Bank. "Having a fully managed IT services program made perfect sense for our bank."

Keystone became aware of Locknet® through peer groups and Community Bankers of Iowa events. An important part in their decision to choose Locknet® as their IT partner was visiting Locknet's Support Center in La Crosse, WI. "Seeing their

operation in person and meeting the people who we would work so closely with was critical to our decision," Miles said.

Keysuite™ is Locknet's fully managed IT Services offering and what Keystone selected. Miles particularly appreciates the thorough tracking system Locknet® has for customer support calls. "Everyone who has called Locknet's Support Center has had very positive experiences," he said. "The Support Center staff work on our issues immediately and get the problems solved."

### The Results

What is Miles' favorite part about having Locknet® as Keystone's IT partner? "It is the quick response we get from them no matter what the question is," he said. "Particularly when I asked for materials pertinent to our FDIC safety and soundness exam –

they provided everything we needed. Our Cashier works closely with examiners and she enthusiastically said after one exam that 'Locknet® was worth every penny!'"



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# Customer Success Story

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“Working with Locknet® is easy. We have a mutually strong relationship, and they really listen to our needs. Their extensive understanding of the banking industry has been a great benefit to us.”

— Mindy Shoemaker, Vice President/Controller and Secretary/Treasurer – Mayville Savings Bank (left). Pictured with Shoemaker is Sara Plageman, Assistant Vice President – Operations, Mayville Savings Bank (right).

### CUSTOMER:

## Mayville Savings Bank

Mayville, WI

### BUSINESS PROFILE:

Mayville Savings Bank opened in 1922 as Mayville Building and Loan. Still an independent community bank, Mayville Savings Bank has one location, 15 employees, and over \$57M in assets.

## The Challenge

Mayville Savings Bank had no dedicated IT staff. Instead, responsibility for IT fell on Vice President – Controller and Secretary/ Treasurer Mindy Shoemaker. Prior to having an IT vendor most of the bank’s computers were not networked so part of Shoemaker’s IT maintenance included doing a physical review of each computer on a monthly basis. Because of the multiple hats she wore she wasn’t able to focus as much as she would have liked on IT. “Some things simply weren’t getting done,” she said.

The bank realized they needed an IT vendor. “What we were doing wasn’t efficient,” Shoemaker said. “And the speed at which the IT environment was, and still is, changing just made it clear that we needed the expertise a strong IT partner could bring us.”



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# Customer Success Story: Mayville Savings Bank

## Locknet® Managed IT Services

### The Solution

With a small staff of 15 employees, resources were spread between customer facing positions and administrative/operational roles, and everyone at the bank wore multiple hats. That made Mayville Savings Bank an ideal candidate for Locknet®'s fully managed IT Services product – Keysuite™. As such they look to Locknet® for network management, firewall, data backup and recovery, security, antivirus, support, proactive server maintenance, and regular strategic meetings.

Additionally, Locknet® worked with Mayville Savings Bank to build their network and provide a new server. "By starting from scratch, so to speak,

we were able to create a network that was right for our needs," Shoemaker said. The bank got all new IT equipment and everything was properly networked. According to Shoemaker everything is much more efficient now and she is able to focus more on customer needs rather than IT issues.

Budget planning is a critical part of what Locknet® assists Mayville Savings Bank with. Each year a budget is created that meets the banks' strategic growth and IT needs. "We know what to plan for each year and there are no expensive surprises. I greatly appreciate being proactive."

### The Results

Sara Plageman, Assistant Vice President – Operations, works closely with Locknet®. "Anytime we run into an IT issue Locknet® takes care of it," she said. "They always make me feel comfortable and speak at my level, not over my head."

Plageman also values the network monitoring Locknet® does. "We've had a couple occasions when there was a network issue after hours. Locknet® notified us and addressed the problem before the bank opened the next day."

Regular reports meet a variety of the bank's needs, ranging from high level reporting for their Board to detailed reporting for bank examiners and auditors. Both Shoemaker and Plageman appreciate that as well as the expertise Locknet® has with their core system – Locknet® has employees who have worked for Fiserv, and they have worked directly with Fiserv on Mayville issues.

"Are we glad we have Locknet® as our IT partner? Absolutely!" Shoemaker stated.



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# Customer Success Story

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“Having Locknet® manage certain areas of our IT and regulation concerns has been great. We are pleased with their performance and confident going into regulatory exams.”

— Jay Larsen, President/CEO, Prime Security Bank (Left)

“Locknet® Managed IT Services is a partner I can trust. We are able to work side-by-side and keep our IT capabilities moving at a fast pace.”

– Joey Goracke, Vice President/ Operations and Compliance,  
Prime Security Bank (Right)

### CUSTOMER:

Prime Security  
Bank

Shakopee, Minnesota

### BUSINESS PROFILE:

Prime Security Bank is a full-service community bank with offices in Shakopee, Eagan, and Karlstad, Minnesota. Chartered in 1925, the bank has \$65 million in assets and 20 employees.

## The Challenge

Prime Security Bank needed additional resources to assist with their IT needs. Their information technology team consisted of a committee that met quarterly and one person who focused on company IT. With a staff of just one, resources to address both customer and internal IT needs were stretched thin. Since the IT person also had several non-IT focuses as well, it was becoming hard to juggle multiple roles. “We needed a resource to help manage different day-to-day activities that were IT related,” said Jay Larsen, President/CEO at Prime Security Bank.

Although Joey Goracke, Vice President Operations and Compliance, joined Prime Security Bank after beginning their relationship with Locknet®, he knows the experience of handling IT without a managed service provider. “Without a managed service provider I was constantly trying to manage the day to day concerns instead of planning for the future months. I enjoy the fact I am able to plan out more of my schedule and address different areas with the bank which I couldn’t have done without Locknet®,” said Goracke.



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# Customer Success Story: Prime Security Bank

## Locknet® Managed IT Services

### The Solution

After a recommendation by a past IT manager, Prime Security Bank became a Locknet® customer in March of 2013. Now Locknet®'s KeySuite™ service oversees the bank's managed firewall, IPS, managed network services, and regulatory testing. This helps the bank stay on top of security and regulatory concerns. "I can plan out my day-to-day instead of worrying about putting out small fires," Goracke said.

From the regulatory standpoint, Locknet® focuses in on helping banks pass FDIC inspections and stay up to regulatory code. "Staying current on regulation can take a lot of resources, so trusting that Locknet® makes sure we are up to speed is

great. Since working with Locknet, we have felt comfortable going into regulatory exams," said Jay Larsen.

One of the standout features of Locknet® is their Support Center with quick response times and in depth service. Both Jay, Joey, and other employees of Security Bank turned to Locknet® for questions they have with their IT. "The Support Center is extremely accessible, and I feel as if I can reach out to the team when we need to. They respond to my calls in a timely manner and help to resolve concerns whether the calls are two or 15 minutes," Larsen said.

### The Results

Over the years Prime Security Bank's relationship with Locknet® has grown stronger. Now, the Locknet® representatives are part of the bank's IT committee, helping them to plan their IT goals for the following year.

"I am impressed with Locknet®'s services. We receive fast response times and personalized care I have not seen with other managed service providers," said Goracke.



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