Forthright.

Solutions & Success
The Inside Story

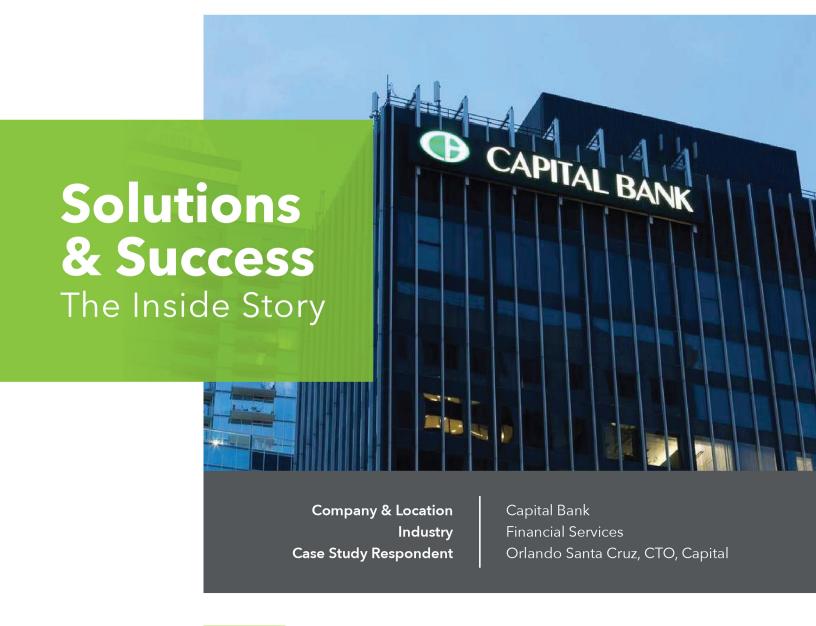|	
Company & Location	Capital Bank
Industry	Financial Services
Case Study Respondent	Orlando Santa Cruz, CTO, Capital

Capital Bank was launched in 2010 with the acquisition of a series of assets and deposits of three failed banks. Over the past decade, Capital Bank has grown rapidly thanks to its aggressive acquisition strategy that has netted assets totalling billions of dollars.

Currently, Capital Bank provides personal and business banking and borrowing services, treasury management and wealth management. Its ability to grow so rapidly without outpacing its IT infrastructure is thanks in part to the expert support delivered by Forthright Technology.

IT Infrastructure Development & Management

Challenge

The primary consequence of rapid growth is the inability to scale the necessary resources at the same time. As Capital Bank acquired new assets and grew rapidly, it wasn't long before their IT infrastructure was incapable of supporting its operations.

Each newly acquired branch needed to be integrated with Capital Bank's IT environment so that users could access core business applications and data. However, as more and more branches were connected to the existing infrastructure, users were soon experiencing system lag and other issues stemming from insufficient IT resources. The poor user experience for employees was having a negative effect on their productivity and the quality of customer service they could offer.

Beyond the limited capabilities of its infrastructure, Capital Bank's processes for integrating new branches were also greatly delayed. For example, each integration might involve dozens of branch locations, involving 10 to 15 PCs that weren't centrally managed or consistently configured. The IT team had to implement Capital Bank's line-of-business applications on these PCs, and then a third-party provider had to go onsite over a designated weekend to troubleshoot any problems. In the end, this meant users had to come in on Sunday night to make sure they could log in to the system and acquaint themselves with the software. It was a tedious and inconvenient process.

This also affected Capital Bank's business continuity and disaster recovery capabilities, resulting in a complex and time-consuming failover process. When a primary data center outage occurred, the only course of action was to shut down operations and transfer to the secondary facility, leading to extensive downtime for the entire organization.

Furthermore, these issues also affected staff members. Every time a user logged into a new system and launched their applications, they were required to reauthenticate and map printers, which could take up to 15 minutes. This hurt both the staff's productivity and the quality of the customer service they delivered.

For all these reasons, Capital Bank was in dire need of an update to its infrastructure so that they could integrate branches efficiently, provide a better experience to end-users, and improve their business continuity processes. That's why they called Forthright Technology Partners.

Solution

At first, Capital Bank only enlisted Forthright to deal with their application performance problems. However, in the process of assessing the bank's needs, it became clear that a fully redundant Infrastructure, geographically load-balanced across multiple data centers, was necessary.

With their IT relying on this new, robust infrastructure that's geographically load-balanced across multiple data centers, Capital Bank enjoyed faster failover capabilities. If one data center went down, their operations could quickly be moved over to another in the network.
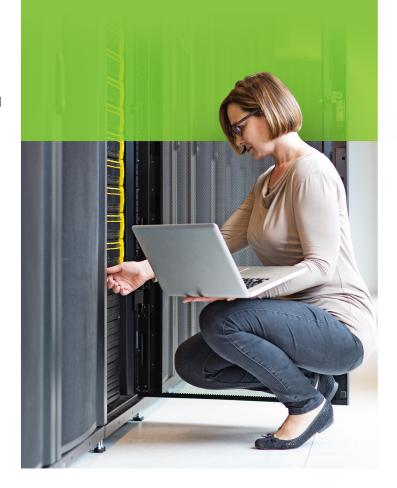
Next, in order to streamline Capital Bank's desktop management processes, Forthright designed and implemented a Citrix virtual desktop environment. Additionally, Forthright recommended that Capital Bank adopt thin clients to boost security and further streamline operations. After extensive evaluation and pilot testing, Forthright matched the right thin client vendor to Capital Bank's requirements. Overall, Forthright improved the user experience, reduced issues with application performance, and achieved a better failover process.

"Capital Bank was acquiring and merging several banks, and the final solution implemented allowed the bank scale at an extremely fast pace, with predictable results and hardware requirements," says Orlando Santa Cruz, CTO, Capital Bank. "The Forthright team is one of the most knowledgeable and professional teams I have had the pleasure of working with."

Results

The newly designed and implemented data center infrastructure provides Capital Bank with high levels of performance to support their ever-growing numbers of users. The environment can scale to support up to 4,000 concurrent users per data center. It also provides much more reliable and efficient failover capabilities, supporting Capital Bank's business continuity and disaster recovery efforts with a highly redundant and available infrastructure.

Furthermore, the vastly improved user experience boosts productivity by eliminating time-consuming authentication and configuration processes. It also enables staff to serve customers more effectively.

The Citrix virtual desktop solution streamlines the rollout of line-of-business applications as Capital Bank acquires and integrates new branches. While their original goal was one bank per quarter, with Forthright's help, Capital Bank can now integrate three banks per calendar quarter. Thanks to how thin client devices self-configure, it's no longer necessary to send teams of people to each branch to convert PCs, saving Capital Bank both time and money.

"I wanted to express my thanks to the Forthright team," says Orlando. "The short, medium, and long term remediation plan provided was instrumental in directing our efforts as well as creating clear expectations and measurable results."

"

I know I can always rely on Forthright to provide a trusted and agnostic opinion. It is always a pleasure working with your team.

- Orlando Santa Cruz,
CTO, Capital Bank

Forthright.