

Lincoln County Bancorp

“Customer service from our former providers was almost zero, so we’re ecstatic with the attention we receive from Socket’s people. They really go above and beyond.”

—Dan Holmes, Director of IT



Lincoln County Bancorp

Industry:

Financial Institutions

Socket Services:

MPLS Network

Server Collocation

Primary Rate Interface (PRI)

Voice T1s

Collocated Internet and Firewall

Metro Calling Area Plan

Fax to Email

Geographic Locations:

Altenburg Memphis

Bowling Green Moscow Mills

Elsberry New Franklin

Fayette O’Fallon

Fulton Palmyra

Hawk Point Queen City

Jackson Shelbyville

Kahoka Troy

Lancaster Winfield

Louisiana

Connecting banks with a state-of-the-art voice and data network.

Local service at community banks

Lincoln County Bancorp was built around hometown values, and that community spirit can be seen in each of its four affiliate banks: Peoples Bank & Trust, Peoples Bank of Altenburg, Exchange Bank of Northeast Missouri and Bank of Louisiana. Headquartered in Troy, MO, its 17 branch locations serve businesses and residents throughout Missouri.

An overdrawn network

Lincoln County Bancorp expected the same level of service from its telecom providers that it delivered for its own customers, but it wasn’t getting it. Insufficient bandwidth was also becoming troublesome. As more data was transferred over the network—such as loan documents and online banking transactions—connection speeds became sluggish.

Switching accounts

With MPLS technology from Socket and a new collocated Internet connection, traffic was routed out through the cloud instead of through a central hub, resulting in more efficient bandwidth usage. Plus, an outage at any site—even the main office—wouldn’t affect connectivity at other locations.

The value of customer service

The new network is running smoothly, but that doesn’t mean Socket is paying any less attention to the banks. And that kind of personal, hometown service is exactly what Lincoln County Bancorp appreciates from its telecom provider.