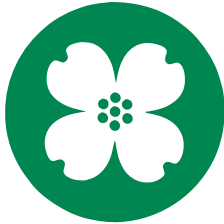


Central Technology Services

“Switching our voice services to Socket was really a no-brainer.”
– Rick DeClerk, Manager of Network Communications
Jefferson City, MO



www.centraltechnology.net

Industry

Information Technology/
Financial Institutions

Socket Services

25 Primary Rate Interface (PRI)
circuits by 2010

2,800 Direct Inward Dial (DID)
numbers by 2010

10 Mbps DS3 Internet,
burstable to 45 Mbps

10 Mbps fiber Internet connection,
burstable to 20 Mbps

23 T1s for Wide Area Networks

Geographical Location

Jefferson City

Affiliate Banks

Central Bank

Jefferson Bank

Ozark Mountain Bank

Central Bank of Lake of the Ozarks

First National Bank of Missouri

Thrid National Bank

Boone County National Bank

First National Bank of St. Louis

City Bank and Trust Company

First National Bank of Audrain County

Empire Bank

ONB Bank & Trust

First Central Bank

Central Bank Trust &
Investment Company

Socket provides banks with the most reliable, high-speed network possible.

Client

Central Technology Services (CTS) provides comprehensive IT support to 14 affiliate banks of Central Bancompany. Its 275 employees work tirelessly to maintain an efficient voice and data network for more than 3,000 employees at 126 branches in Missouri, Illinois, Kansas and Oklahoma.

Challenge

In the customer-oriented banking business, reliable voice and data networks are crucial. CTS realized it needed a solid contingency plan in case phone or electric lines at a bank location went down. Previously, CTS had worked with more than a dozen different providers to manage local and long-distance calling for the banks it supported. In the event of a network disruption, fixing the problem involved the tedious process of placing several phone calls and wasting valuable time on hold. Relationships with previous phone and Internet providers were impersonal and unproductive.

Solution

CTS turned to Socket to customize and streamline its communications network. Socket's support system guaranteed that no matter what came up, business continuity would remain fluid between the bank locations and their customers. Socket helped CTS implement a disaster response process for all affiliate banks. If phone lines to one bank went down due to inclement weather or a cable cut, valuable customer calls would be rerouted so none would be missed. The ongoing switch to Socket's voice services involves the transfer of nearly 3,000 phone numbers with no interruption in service and will be completed in 2010.

Result

Socket offered CTS what no other company could: enhanced reliability and personal attention at a lower cost. By switching to Socket, the community banks CTS serves are able to function as efficiently as a national bank while maintaining the atmosphere of a local company.