

Washington Trust Bank Deposits Big IT Savings with Enhanced Network and Mobile Solutions

Washington Trust Bank partnered with vCom to overhaul its network and mobile infrastructure, achieving enhanced visibility and significant cost savings.



**Washington
Trust Bank**

BACKGROUND

Washington Trust Bank is an American diversified financial services holding company headquartered in Spokane, Washington. It is the oldest and largest privately held commercial bank in the Pacific Northwest and has more than 40 financial centers and offices in Washington, Idaho and Oregon with over 1,000 employees.

CHALLENGE

Washington Trust Bank, a longstanding financial institution, was grappling with significant challenges due to its outdated network infrastructure and telecom systems. Many of these systems had been in place since the 1990s, leading to inefficiencies and escalating costs. The bank's legacy voice circuits and MPLS network had become increasingly expensive and ineffective, no longer capable of meeting the demands of modern banking operations. These outdated systems were draining resources and hindering the bank's ability to remain competitive in a fast-evolving financial landscape.

Compounding the issue was the bank's lack of visibility into its telecom and mobile expenses. Overcharges were frequent, as services that were no longer in use continued to be billed, often unnoticed for extended periods. Managing these systems proved highly complex, exacerbated by inconsistent support from carriers. The situation not only frustrated the IT department but also strained the relationship between IT and finance, creating misalignment and making it difficult to implement cohesive, cost-saving strategies. These issues underscored the need for a comprehensive solution to modernize the bank's infrastructure and align its internal operations.

“Before vCom, our mobile management strategy could be summed up as ‘winging it.’ Thanks to their coaching (and a little tough love), we’ve evolved into lifecycle pros.”

DAVE BRONCHEAU
WASHINGTON TRUST BANK
IT SERVICE DESK MANAGER



IT Under Management

- 784 mobile devices
- 238 circuits

Challenges

- Managing multiple vendors across diverse services and locations,
- Lacked visibility into network and mobile expenses
- Inefficient financial reporting and invoice management

Impact

- Centralized management of vendors and services through the vCom platform
- Improved visibility into network and mobile expenses, achieving significant cost savings
- Streamlined financial reporting and simplified invoice management

SOLUTION

To address these challenges, vCom Solutions migrated Washington Trust Bank to modern, cost-effective solutions. The bank's voice circuits were transitioned to Microsoft Teams, with NTT as a direct routing partner, eliminating outdated and expensive legacy systems. The MPLS network was replaced with dedicated internet circuits, fiber broadband, and other SD-WAN technologies. vCom also implemented its Expense Management and Mobile Lifecycle Management solutions, providing the bank with crucial visibility into telecom and mobile expenses. This visibility enabled Washington Trust Bank to identify and disconnect unused services, resulting in substantial cost savings. Additionally, vCom's Managed Pay service streamlined the bank's invoice management, reducing late fees and service disconnections, while improving the relationship between IT and finance.

RESULTS

The collaboration with vCom resulted in significant cost reductions for Washington Trust Bank. The bank saved \$63,500 per month on network expenses, while mobile expenses were reduced by over \$20,000 per month.

- ✔ \$20,000 savings per month on mobile expenses
- ✔ \$63,500 savings per month on network expenses

Beyond financial savings, the bank now benefits from a streamlined, modern infrastructure that supports its operations more efficiently. The relationship between Washington Trust Bank and vCom has evolved into a true partnership, with vCom considered an integral part of the bank's team. Regular communication and strategic alignment have ensured ongoing success, with the bank continuing to trust vCom for additional projects and initiatives. As a result, Washington Trust Bank is now better positioned to meet its technology needs and future growth.

