



BANNER BANK

Headquartered in Walla Walla, Washington, Banner Bank is the oldest chartered commercial bank in Washington State, conducting business from 90 locations in Washington, Oregon and Idaho. Banner Bank is a community bank that offers a wide variety of commercial banking services and financial products to individuals and small and medium-sized businesses and their employees in its primary market area.

CHALLENGES

- Manage customer phone inquiries to all branches more efficiently
- Improve intra-company communications and productivity
- Reduce operations costs by improving telecommunication systems availability, reliability, and serviceability
- Enable business-wide visibility of an emergency in progress in real time

PRODUCTS AND SERVICES

- Alcatel-Lucent OmniPCX™ Enterprise Communication Server
- Alcatel-Lucent OmniTouch™ Contact Center Standard Edition
- Genesys™ Compact Edition
- Alcatel-Lucent OmniTouch™ 8660 My Teamwork™ Conferencing and Collaboration
- Alcatel-Lucent OmniPCX™ RECORD Suite
- Alcatel-Lucent IP Touch™ 4068 Extended Edition
- Alcatel-Lucent OmniVista™ 8770 Network Management System
- Alcatel-Lucent Emergency Notification Server (ENS)

WHY ALCATEL-LUCENT

Alcatel-Lucent provided a complete, integrated solution approach with availability of complete network elements required as well as the support from one vendor.



59%
REDUCTION IN
LONG DISTANCE
CALL COST IN
ONE MONTH

Location: WA, OR, ID-USA

Deal implementation: 2012-2013

Vertical: Finance and insurance

Number of users: 1500

BENEFITS

 **TECHNICAL**


The single, integrated system has vastly improved Banner Bank's customer service by immediately connecting customers with the right employee at all times. A safer working environment enabled by E-911 support. Increased system availability and drastically reduced repair times for outages.

 **FINANCIAL**

The new infrastructure delivered an immediate cost savings in long distance calling charges with the least cost routing feature, which reduced long distance costs by 59 percent in the first month of operation.

 **USER EXPERIENCE**

The system has increased productivity by enabling more direct calling between employees at all branches, between branches and head office, and between all employees and customers.

 "The new system is modern and easy-to-use. Callers to any branch can always connect with a live agent, employees are able to manage and route calls based on specific needs, operations costs and maintenance costs are lower, and we can easily expand and upgrade the network to support changes in daily operations."

Jeff Reynolds, Assistant Vice-President, Telecom Engineer IV, Banner Bank