

TRI COUNTIES BANK

Growing bank standardizes on HP business desktop and notebook PCs, printers, servers



“Everything happens the way it should with HP: on-time delivery, helpful people and a rich portfolio of high-quality solutions. Tri Counties Bank relies on HP to be there for us as we grow.”

—Nancy Duncan, vice president and systems support supervisor, Tri Counties Bank, Chico, Calif.

HP CUSTOMER CASE STUDY:

HP solutions portfolio supports growth at Tri Counties Bank

INDUSTRY:

Banking

OBJECTIVE:

Equip bank's growing statewide branch network with reliable print and compute solutions to ensure workplace efficiency and easy maintenance

APPROACH:

Standardize on HP business desktop PCs, notebook PCs, servers and multifunction printing devices

IT IMPROVEMENTS:

- Save space with small form factor PCs, multifunction printers (MFPs)
- Provide workforce mobility for executives, loan officers and support staff
- Reliability enables bank to maintain PCs statewide with just two technicians

BUSINESS BENEFITS:

- Reliable performance and service supports easy integration of acquired banks
- Small form factor conserves space, especially in grocery-store branches
- Mobility, reliability ensure continuity of 24 x 7 operation



For outstanding, cost-efficient performance and a full spectrum of technology solutions, Nancy Duncan banks on HP. As vice president and systems support supervisor of Tri Counties Bank in California, Duncan is responsible for ensuring the bank's technology systems support the operational excellence that makes Tri Counties Bank one of the strongest U.S. banks. Her answer to this challenge is to standardize on HP business desktop PCs, printers and servers.

“We feel confident with HP,” Duncan says. “We’re paying less and getting better technology. What’s more, if I ever need anything, HP is there for us.”

HP recommends Windows®.

SELECTION COMMITTEE PICKS HP UNANIMOUSLY

Headquartered in Chico, Calif., Tri Counties Bank operates 34 traditional branch locations and 27 in-store branches in 23 California counties. The Federal Deposit Insurance Corporation (FDIC) recognizes Tri Counties Bank as a bank healthy enough to take over and reform ailing industry peers. Tri Counties Bank therefore is growing its branch network and employee base of 800. Standardizing on HP enables Tri Counties Bank to ensure its employees have the tools they need to do their jobs effectively.

"We are an HP shop," Duncan says. "HP gives us a rich portfolio of rock-solid solutions that work."

Three years ago or so, Tri Counties Bank was using computers manufactured by another company—and suffering from performance and delivery problems.

"The HP Compaq 8100 Elite Small Form Factor PC gives us a highly robust machine in a small package that doesn't clutter up the workspace."

*—Nancy Duncan, vice president and systems support supervisor,
Tri Counties Bank*

"We used to constantly have to deal with broken machines," Duncan recalls. "I can't tell you how many times a user would push a power button or access a drive, and the machine would break."

CUSTOMER SOLUTION AT A GLANCE

PRIMARY APPLICATIONS

Workplace computing for bank tellers and administrative staff; mobile computing for executives, loan officers and technicians; printing of office documents

PRIMARY HARDWARE

- HP EliteBook 8540p Notebook PC
- HP Compaq 8100 Elite Small Form Factor PC
- HP ProLiant server
- HP LaserJet multifunction printer

PRIMARY SOFTWARE

- HP Web Jetadmin
- HP Systems Insight Manager

Seeking a better solution, the bank acquired demonstration models from a variety of vendors. Duncan took an HP model to one of the bank's technicians. The next day, the technician came to her in excitement and said, "You've got to come look at this machine!" He'd been able to take the HP device apart in 15 minutes with no screwdriver and see that the PC was well constructed of high quality, durable material. The five members of the bank's solution selection committee picked HP unanimously. They have never regretted that decision.

"In our experience, the HP devices cost less and are better made," Duncan says.

HP COMPUTE DEVICES MATCH END-USER NEEDS

Tri Counties Bank selects its HP devices to match employees' job functions and work environments. The most widely deployed device—the bank has approximately 800 of them—is the HP Compaq 8100 Elite Small Form Factor PC. "The user might be a teller on the front lines, a new-accounts person in a branch office or a loan processor in the call center," Duncan says. "I have one on my own desk."

The PC's small form factor enables it to fit unobtrusively in all kinds of bank-office environments, Duncan says, including the mini-branch offices cropping up more and more in grocery stores. Designed with the latest Intel microarchitecture, the HP Compaq 8100 Elite Small Form Factor PC is built for multitasking. It is ENERGY STAR® qualified and EPEAT® Gold registered, supporting Tri Counties Bank environmental responsibility goals while simultaneously lowering energy consumption costs.

Bank staff who need a mobile solution use the HP EliteBook 8540p Notebook PC. The device brings advanced graphics capabilities for sharp pictures, smooth video and fast rendering. Tri Counties Bank executives use them to work from home. Loan officers use them to travel among branches. Support-department personnel use them to connect after hours to monitor ATM machines. The bank counts some 120 notebook users. "Banking is a 24 x 7 business, and the HP notebook PCs enable bank executives, loan officers and support personnel to ensure smooth operations around the clock," Duncan says.



At the back end, Tri Counties Bank relies on HP ProLiant servers. These rack-mount devices provide rapid storage and retrieval of data for highly efficient network file sharing. Tri Counties Bank manages its servers and storage with HP System Insight Manager software supporting maximum uptime. "You can remote control into a server and configure changes," Duncan says.

"We gave our technician an HP demo PC to check out and the next day he came to us and said, 'You've got to come and look at this machine, it's so well made!' I knew it also happened to cost less than the other brand we were considering."

*—Nancy Duncan, vice president and systems support supervisor,
Tri Counties Bank*

The HP infrastructure is so reliable that just two technicians are able to maintain the bank's computer systems statewide, Duncan adds.

HP LASERJET PRINTERS PROVIDE WORKHORSE MULTIFUNCTION SOLUTION

On the printing side of the house, Tri Counties Bank uses HP LaserJet multifunction printers for scanning, faxing, copying and printing documents ranging from loan contracts to bank statements. "It's a marvelous machine," Duncan says. "It combines four machines into one and never seems to break down. It just goes and goes."

Tri Counties Bank uses HP Web Jetadmin software to manage its 200 networked printers. "I use it to track page counts and oversee maintenance of our HP printers," Duncan says.

Each HP device at Tri Counties Bank delivers productivity-enhancing high performance, Duncan says.

"It's the dependability of the hardware, the ease of maintenance, simplified system management, the responsiveness of HP people—even the email messages I get about special offers and new solutions," Duncan says. "Working with HP means having a relationship with a highly accomplished vendor that looks out for you in multiple ways."

HP SOLUTIONS SUPPORT BANK MISSION

Tri Counties Bank is committed to the financial success and well-being of its shareholders, customers, communities and employees. It believes that banking should be all about convenience, service and providing a positive experience for its customers.

To fulfill its mission of high-quality service and support its growth into new communities, the bank needs its solution providers to deliver outstanding performance in both quality and overall responsiveness. The products need to work reliably. Delivery of new products must be on time, with no excuses. Service must be prompt. Sales representatives must understand

not only the solutions they propose, but also anticipate a technology growth path for future requirements, and be familiar with the bank's particular needs. HP delivers exactly this level of excellence, Duncan says.

"The HP LaserJet MFP lets us consolidate four machines into one. And it doesn't fail; it just goes and goes."

*—Nancy Duncan, vice president and systems support supervisor,
Tri Counties Bank*

Equipped with HP solutions that ensure system reliability, workplace efficiency and simplified maintenance for its growing branch network, Tri Counties Bank is free to focus its attention on its main priority—serving its customers.

"Tri Counties Bank goes out of its way to make our customers feel really special," Duncan continues. "HP does the same for us, and this gives us the confidence to know HP will be with us every step of the way as we extend our record of excellent performance."

To learn more, visit www.hp.com

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