



## Retail Banking

**The Challenge** A Fortune 100 financial institution needed to deploy infrastructure cabling to a large number of retail branch sites, campuses and data centers as they expanded nationally. Further, whenever an acquisition was completed, cabling would be converted to match the technical specifications of the parent bank. The financial institution also needed onsite technical support at their datacenter – a highly sensitive and secure environment.

**The Solution** Service Communications Inc. (SCI) employed the necessary tools to ensure a smooth and large scale infrastructure cabling deployment. A dedicated team of Project Managers and Project Coordinators was established to support this client on a national level. Technicians were also deployed in the SCI regional offices to support the client. SCI became intimately familiar with every aspect of the site installation for client, including meeting technical standards and strict timeframes. Project controls were put into place for centralized management and tracking and managed by the SCI team. Communication controls were used to keep both client field and administrative offices abreast of site completion. Quality controls were enforced to ensure SCI met or exceeded standards in all instances. SCI also dedicated a Project Manager and team of exceptionally qualified technicians to support the client data center. This included managing the day-to-day work of move/add/change and major projects. All work was completed within the strict change control environment. The SCI teams for both the field deployment of service and those in the data center became thoroughly engrained with the client teams.

**The Results** SCI has completed over one thousand branch installations over its 18 year relationship with this customer. SCI is also entrusted to provide ongoing infrastructure support at a major datacenter. Given the history, the level of knowledge accumulated over the years makes SCI an invaluable and proactive partner.

**Client Testimonial** “SCI had the expertise to manage the complexity of a national retail rollout. We were able to scale our operations appropriately to remain flexible and responsive to our client.”  
- Andy Griego, Director of Sales, Service Communications Inc.

### About SCI

Service Communications Inc. provides installs and supports voice, data, security and cabling systems. SCI's 20 year expertise offers the single source solution that has successfully integrated the network infrastructure needs for the retail, financial, healthcare, education and government sectors, among others.

### We Bring Technologies Together

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