



AES Provides Fiber Solution to Garrett State Bank

Garrett State Bank

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Background

Garrett State Bank has been a steadfast part of the Garrett, Indiana, community since 1893. Today, the bank has four locations: two in Garrett, along with locations in Ashley and Fort Wayne. Managing \$300 million in assets, Garrett State Bank is a full-service bank focused on serving the local community. Much like AES, the bank—with approximately 45-50 employees—is very relational and service-oriented with its business and residential customers.

Need

In 2015, Garrett State Bank found itself at a crossroads. With business expanding and the types of electronic financial transactions growing, it needed a more robust data solution than the legacy T1 circuits it had been utilizing. The bank would have to double or triple the amount of T1s to ensure these communication service wires could keep up with the bank's growth—a costly solution that wasn't feasible. Additionally, with T1 technology quickly becoming outdated, Garrett State Bank needed a provider that could support the evolution of online banking and the potential for additional locations throughout Allen and DeKalb Counties.

"We were limited on options for data lines," says Brian Sprunger, EVP/Senior Operations Officer. "We needed a solution that could address our current needs, as well as position us for future growth. Fiber was on our wish list, but that option didn't exist in Garrett at the time."

Solution

As Garrett State Bank began exploring options, it learned that the City of Garrett and AES were in the early stages of partnering together to extend Garrett Electric's fiber to local Garrett businesses. The city recognized that local businesses demanded more powerful solutions to keep up with growing

IT needs. Because AES is located next door in Auburn, it was the ideal partner to provide a full suite of advanced business services (internet, point-to-point, WAN, voice and data center co-location services) to the Garrett business community. The bank quickly became one of the very first AES business customers in Garrett.

“We were impressed with AES from the get-go,” Sprunger says. “We met with the AES team, toured their data center and saw firsthand what they had in place for data protection and redundancy.”

The bank selected AES’ enterprise-grade internet, WAN, point-to-point and voice services for their multiple connected locations. This solution includes a service level agreement and 24/7 priority business support.

“We chose the enterprise level because of the volume of our needs,” Sprunger explains. “Our data needs were growing, and we had bottlenecks that were slowing service and impacting our overall customer experience. At the same time, we also wanted a solution that would allow for the bank’s continued growth and expansion of services.”

Outcome

More capacity, less frustration and greater efficiency—these are all outcomes from the AES-Garrett State Bank partnership. In addition to eliminating the bottlenecks, the AES solution has allowed the bank to offer additional services to customers. Now, he says, the bank is able to send great amounts of data across the network every day—securely, efficiently and effectively.

“Without the unique AES and Garrett fiber infrastructure partnership, we wouldn’t have been able to expand our service offering,” Sprunger says. “It just wasn’t possible on the previous T1 system.”

He also appreciates how proactive AES is with upgrades, updates and other services.

“Banking is a 24-hour business and AES gets that. They are proactive and responsive, understanding that we can’t afford to have our lines down.”