



## Case Study



Lewiston State Bank Makes a Smart Investment with DirectPointe

# Lewiston State Bank

## The Challenge

Lewiston State Bank was experiencing major growth, but also major technology issues. Their only support came from knowledgeable people within the bank who had other primary responsibilities and worked on the computing environment only when they had time. They needed professional support, but it had to be customized to their needs and reasonably affordable.

## The Solution

Lewiston State Bank hired DirectPointe, which manages all aspects of their computing infrastructure – hardware, software and network – for one low, consistent monthly price.

## The Result

Risk Managers no longer have to try and be IT administrators. In fact, no one inside the company has to worry about managing their environment – DirectPointe does it for them. And instead of having one on-site professional, Lewiston gets the full capability of an entire organization, anytime day or night.

101 years ago, Theodore Roosevelt was president, the USA consisted of 45 states and the computer was still several decades away from invention. It was at this juncture in American history when Lewiston State Bank, a full service commercial bank, was founded in Utah's Cache Valley.

Years later, Lewiston State Bank has survived and thrived through wars and economic downturns, providing their customers with the highest levels of service and dedication. Companies don't last 101 years without being rugged and smart. When the administrators at Lewiston State Bank noticed that their technology was hindering performance, they made the smart move by bringing in DirectPointe.

## The Challenge

Until mid-2005, Lewiston State Bank managed their information technology in-house, relying on a few knowledgeable employees who could normally solve – or at least patch over – many problems that came up. But those employees were not IT pros, and their responsibilities lied elsewhere within the bank. As business began to grow – Lewiston State Bank opened branch offices in Logan, Utah and Preston, Idaho – they were pulled back to their core responsibilities, and solving computer issues became a secondary function.

"We didn't have anyone assigned specifically to the IT administration," said Quinn Roosendaal, Lewiston State Bank Chief Information Officer. "We had two people helping out with IT – myself and one of our operations officers. When a problem arose, we could usually solve it over the phone. But if we couldn't, it meant we had to drive to their location and work on it there."

Making matters worse, the bank's system

was not uniform. "There were different brands with different configurations, and it really became a guessing game," according to Roosendaal. Finally, individual PC performance was being bogged down due to so many resources being utilized to fight spyware and other potential malicious attacks. There were no information breaches, but the battle was taking its toll on the system.

## Enter DirectPointe

"We knew we were in a position where we needed to hire somebody," Roosendaal said. "We had called DirectPointe to help us migrate from Netware to Windows, but it became a discussion about their managed IT services. We then compared what they offered to what it would cost to put similar resources in place on our own. Obviously, every factor steered us to DirectPointe."

What DirectPointe offered was a fully managed environment, including hardware, software and network with quick and reliable customer service. For one low, consistent monthly price, Lewiston State Bank gained the services of an entire IT management company – 24/7 support from trained professionals and the newest technology.

DirectPointe worked with Lewiston State Bank to determine their exact needs – applications, communication, connectivity between the multiple locations, backup and more. Then, they began building the workstations and servers. Over the course of a weekend, DirectPointe came on-site and installed their systems. Lewiston State Bank was up and running bright and early the following Monday morning.

The benefits revealed themselves immediately. "It couldn't have worked

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Quinn Roosendaal,  
Lewiston State Bank

out better. They really have some top-notch people there,” Roosendaal said. “The server support is a real time-saver, and they’ve handled our user issues seamlessly, including moving them back and forth in departments and different branches.”

The bank had just purchased several new desktops from a manufacturer that DirectPointe doesn’t normally support, but DirectPointe still handles those computers just as well the rest of the uniform environment.

“They take care of our backup, virus protection, email, new machines and just about anything else we present to them,” Roosendaal noted. “We don’t have to spend resources internally on those things anymore. We just let DirectPointe know what we want, and it’s done right away.”

With DirectPointe taking care of Lewiston State Bank’s computing environment, Roosendaal and company are free to focus on their primary jobs – serving their customers, for the next 101 years and beyond.

## About DirectPointe

DirectPointe Inc., based in Lindon, Utah, provides a simple yet comprehensive computing solution for small and midsize businesses. The company takes ownership of the entire computing lifecycle, including evaluating, acquiring, deploying, testing, fulfilling and supporting technology, so customers have one company to handle all their computing needs. DirectPointe provides standards-based PCs and servers, industry leading productivity software, friendly and professional support with remote update and repair ability, on-site warranty service, secure remote data backup, and managed security solutions. The complete solution is delivered for one monthly payment to ease budgeting and upfront costs. Businesses can have a complete solution that is simple, manageable, and affordable so they are free to focus on their business.

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