

A hand is shown holding a document, which is the background for the title. The document has some faint text, including 'Client No. 123456' and 'Client No. 12345'.

Avoiding Disaster Through Outsourced Solutions

CASE STUDY

Iowa State Savings Bank, a locally owned community bank in Knoxville, was aware of the critical need to have a disaster recovery plan in place.

IOWA STATE SAVINGS BANK

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**DAWN RANKIN,
CONTROLLER AND VICE
PRESIDENT-COMPLIANCE,
IOWA STATE SAVINGS BANK**

Giant tidal waves. Fiery volcanoes. Snowy avalanches. A five-year-old’s bedroom after a playdate. The word “disaster” can conjure up many colorful images, but in the digital realm, the disasters with the most far-reaching effects aren’t the ones glamorized on the big screen, but the ones that take place within a network of small computer screens.

Iowa State Savings Bank (ISSB), a locally owned community bank in Knoxville, was aware of the critical need to have a disaster recovery plan in place. Realizing that they were better off with a partner who had IT expertise specific to banking services, ISSB turned to Aureon to help alleviate the stress of trying to handle everything internally. “It truly is a partnership,” says Dawn Rankin, Controller and Vice President-Compliance at ISSB. “The Aureon team has a ‘do whatever it takes’ attitude, which makes for great working relationships and a reliable network.”



CLIENT CHALLENGE

With the continued increase of mobile and online banking, maintaining a secure network and data can be a challenging and downright daunting task. After a Federal Reserve Bank Review, ISSB needed to make improvements to its business continuity and disaster recovery plan. Aureon helped overhaul the hardware and design infrastructure to handle backup and security for any type of event. ISSB implemented the Aureon Cloud Suite for Financial Institutions, hosting all hardware infrastructure in the bank and using the Aureon data center to back up the entire ISSB network for additional security.

“If they had an incident at the bank in Knoxville, we would become their hosted data center for all ISSB network applications,” says Tom Hromatka, Aureon’s Director of Bank Services.

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AUREON™ SOLUTION

Part of preparing for disaster recovery is putting the plan to the test. Aureon was able to turn up the test environment in under two hours and set up ISSB’s work stations just like they are at the bank in Knoxville.

They also successfully tested the key bank activities and interfaces with other banks, the Federal Reserve, and ATM cards, giving ISSB peace of mind knowing that all critical banking functions could be back on track quickly if something happened. Better yet, when the staff logged in, they couldn’t notice any difference between their network in the test environment and their network back at the bank.

During its Federal Reserve IT exam, ISSB received positive comments and high ratings, due in large part to their thorough disaster recovery and business continuity plan. When looking back, Rankin agrees the new system sets the bank up for success.

For more information, visit [AureonTechnology.com](https://www.aureontechnology.com) or call 888-387-5670.

“While we have always had a plan, our current plan is a complete solution, covering all aspects of the network with an efficient and fully tested turn-up time in the event we have a disaster,” Rankin says.



BUSINESS IMPACT

With their concerns about disaster recovery alleviated, the ISSB staff is able to focus on what they’re passionate about—providing the best banking services and solutions for their clients. Whether performing disaster recovery or everyday IT maintenance tasks, Aureon has given ISSB the peace of mind and time-savings they need to get back to work.

“The scalability of their resources and response time to critical issues is a huge benefit,” Rankin says. “Without their expertise, we’d be courting disaster instead of avoiding it. It certainly makes our jobs easier, knowing that we have a partner who has our best interests in mind every step of the way.”