

Banner Bank

Technology solutions support rapid growth while ensuring superior customer service

“Alcatel-Lucent Enterprise provides leading- edge and easy-to-use solutions. Callers to any branch can easily connect with a live agent, employees can manage and route calls based on specific needs, operations and maintenance costs are lower, and we can easily expand and upgrade the network to support daily operational changes.”

Jeff Reynolds, Assistant Vice-President
Telecom Engineer IV, Banner Bank

Headquartered in Walla Walla, Washington, Banner Bank is the oldest chartered commercial bank in Washington State, conducting business across 186 locations in Washington, Oregon, California, and Idaho. Banner Bank is a community bank that offers a wide variety of commercial banking services and financial products to individuals and small and medium-sized businesses and their employees in its primary market area.

CHALLENGES

On any given day, financial institutions are challenged with being responsive, responsible, and reliable. That means they must:

- Efficiently manage customer phone inquiries across all branches
- Provide intra-company communications for enhanced productivity
- Reduce operations costs through improved telecommunication systems availability, reliability, and serviceability
- Enable business-wide visibility of emergencies in real-time

In 2020, the global pandemic introduced additional challenges, forcing organizations to rapidly transition employees to work from home while maintaining excellent customer service. For Banner Bank, that meant getting 200 agents up and running as quickly as possible.

ACTION

As an ongoing partner, Alcatel-Lucent Enterprise delivered the growing Banner Bank organization a complete, integrated solution including all network elements and support, from one vendor.

- OpenTouch MultiMedia Services delivers conferencing collaboration features to increase productivity across all jobs
- Upgrades and licensing easy and seamless
- Alcatel-Lucent OmniVista® 8770 Network Management System (NMS) central management saves time, money
- ALE Professional Services team ensures Banner Bank has everything to get the job done

PRODUCTS AND SOLUTIONS

[Alcatel-Lucent OmniPCX® Enterprise Communication Server](#)
[OpenTouch Customer Service](#)
[OpenTouch MultiMedia Services](#)
[Alcatel-Lucent OmniPCX Record Suite](#)
[Alcatel-Lucent Premium Desk Phones 8068s](#)
[Alcatel-Lucent OmniVista 8770 NMS](#)
[Alcatel-Lucent Emergency Notification Server \(ENS\)](#)

RESULTS

Technical Benefits

- Single, integrated system improved customer service connecting customers with the right employee every time
- ALE solution offers a safer working environment enabled by E-911 support
- Provides increased system availability and drastically reduces repair times for outages

Financial Benefits

- Least cost routing feature delivered immediate savings in long distance calling
- Long distance costs reduced by approximately 60 percent

User Experience Benefits

- Increased productivity from direct calling between employees at all branches, between branches and head office, and between all employees and customers
- Employees were able to move to remote from home working easily because of system's flexibility

Future Development Plans

“While many technology companies take the ball to the five-yard line, ALE helps us get it across the goal. We are actively looking at Rainbow™ by Alcatel-Lucent Enterprise, to consolidate all our communications and collaboration needs going forward.” Jeff Reynolds, Banner Bank.

WANT TO TALK WITH SOMEBODY?

[CONTACT US](#)

Customer Story

MARKET: FINANCE

COUNTRY: UNITED STATES

COMPANY:

DEAL IMPLEMENTED: 2012-2020

NUMBER OF USERS: 2000

BANNER BANK

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