



## Case Study: First National Bank of Hays, Kansas One Click Restoration of Systems Locally and Site to Site

### Business Impact Summary

#### Business

First National Bank of Hays Kansas (FNB) is a full-service community bank with five locations; three branch locations and two associated with subsidiary firms. FNB has a long and outstanding record of service to the community in Kansas, with the first branch opening in 1903.

#### Challenge

Like all financial institutions, to be in regulatory compliance, FNB must have a complete and fully tested recovery management plan. Vital IT systems must have continuous availability on a local basis. They must also be quickly recoverable site to site in the event of a disaster, with minimal data loss. Additionally, First National Bank is highly motivated to implement recovery management because it is located in one of the most volatile weather regions in the country, commonly called Tornado Alley.

Previously, the bank experienced high costs and delays due to the difficulty of using legacy backup solutions as the basis for their recovery systems. Of particular concern was the cost associated with rebuilding servers and infrastructure after any form of hardware failure. Significant cost restraints further compounded the challenge of improving the bank's application availability and disaster recovery capabilities.

#### Solution

A total recovery management solution is now in place for all the bank's most vital business applications. These applications are protected whether running on a physical or virtual machine, and applications are protected and restored locally as well as site to site. The solution was selected in conjunction with and rapidly implemented by the bank's long-term IT partner, Nex-Tech, using the Quorum Business Continuity-V Appliance.

#### Result

The bank is now able to adhere to the industry's most ambitious Recovery Time Objective (RTO) requirements, enjoying one click restoration for vital business applications both locally and site to site. The bank has also eliminated the long hours and high costs of manually testing their recovery plans. Regulatory compliance is now more easily tested and documented. In addition, all this functionality was delivered within budget and total cost of ownership objectives.

#### Business Snapshot

**Location:** Hays Kansas

**Founded:** 1903

**Services:** Full-Service  
Community Banking

**Assets:** 90+ Million

**Locations:** 5

# Business

## Community Bank Leverages Technology to Set Itself Apart

First National Bank of Hays Kansas (FNB) is a full-service community bank with five locations, three being branch locations and two associated with subsidiary firms. An avid believer in the value of technology as a way to better serve its customers and create internal efficiencies, the organization has leveraged leading IT systems to the fullest extent possible. This reliance on technology created one of the key drivers for the bank in exploring ways to improve its application availability and disaster recovery capabilities.

# Challenge

## Managing Risk in Tornado Alley

Like all financial institutions, FNB is subject to audit and compliance requirements from the Federal Financial Institutions Examination Council (FFIEC) and others. As part of this oversight, it is required that institutions have an effective, documented and tested disaster recovery plan. Part of the required testing involves the bank validating and documenting that all vital IT systems can be restored quickly in the event of an outage. Aside from the obvious regulatory imperative, First National Bank is also motivated to implement effective disaster recovery because it is located in one of the most volatile weather regions in the country, commonly called Tornado Alley.

*“We reviewed our application availability and disaster recovery needs and systems with our long-time partner Nex-Tech. Together, we realized we had some gaps in our capabilities. With Quorum’s Business Continuity-V solution, we have quickly and cost-effectively filled those gaps.”*

**Scott Schneider**  
Vice President of  
Operations,  
First National Bank

Previously, in implementing their recovery management plans, the bank relied upon traditional back-up technologies, combining these back-up functions with the manual rebuilding of systems in the event of a failure. This approach not only drove up operational costs, it also introduced the potential for extended downtime in the event of any significant system failures. This approach was also difficult to test, as required by the bank’s auditors, because systems had to be rebuilt manually in order to validate the quality of the backup and verify the availability of the applicable fail over system.

First National’s IT team recognized the firm’s need for a different approach. “The ability to ensure rapid recovery of our systems and information in the event of a disaster is a must,” VP of Operations Scott Schneider noted. “We reviewed our application availability and disaster recovery needs with our longtime partner Nex-Tech. Together we realized we had some gaps in our capabilities. With Quorum’s Business Continuity-V solution, we have quickly and cost-effectively filled those gaps.” He further stated that FNB serves the community of Hays with full-service banking, saying his customers and employees rely on his IT team to ensure complete system availability around-the-clock. “There is a big customer service issue for us if and when we have a failure or disaster,” said Schneider, “we have to make sure we can restore our systems quickly and completely, and with Quorum’s one click restoration we can now better serve our customers.”

# Solution

## Cost Effective, One-click Restoration of Critical Systems

After considering several disparate solutions within the backup, recovery, consolidation and replication marketplace, and after consulting with the firm’s trusted integrator, Next-Tech, Schneider’s team selected Quorum’s Business Continuity-V Recovery Management solution. Quorum now provides the bank with comprehensive backup, data replication, monitoring, and failover functionality to protect and rapidly restore Windows applications vital to the bank’s operations. This protection is available both locally and site to site.

## Replication and Restore

To complement the appliance acquisition, a new and fully meshed MPLS WAN architecture was deployed to connect the firm's three branch locations. A secondary failover site was also established at a co-location facility, which now serves as the bank's new disaster recovery site. With this solution in place, the IT team enjoys better, more effective backups, simpler testing, and ultimately much faster and less costly recovery than ever before. Systems are now automatically backed up, replicated and monitored around the clock, with single-click full workload restoration available if and when needed.

## Consolidation

Piecing together multiple different products from different vendors is a challenging and expensive task for a midsized business to consider, even with a great integrator like Nex-Tech as part of the team. Nex-Tech recommended a consolidated all in one approach with Quorum's BC-V appliance as the way to implement an improved recovery management approach for the bank. "Quorum's BC-V appliance saves our customers thousands of dollars, is easy to implement and simple to use," said Mike Doerfler, Director of Technology at Nex-Tech.

## Result

### Better Recovery Management Also Protects the Bottom Line

Today, First National is much better prepared to respond to outages and potential disaster scenarios. Day to day, the performance improvements that First National experiences are significant and tangible:

- The backup window and exposure to data loss has been dramatically reduced, with an associated savings in time and resources.
- Testing for compliance purposes has been significantly streamlined, driving down costs and improving efficiencies.
- In case of a failure, one click full system restore is now available, allowing the bank to get failed systems back up and running in minutes versus hours or days.
- All this has been delivered on time and on budget thanks to the Quorum Business Continuity-V solution.

*"With one click we can rapidly restore any system at any time."*

**Casey Lee**  
CTO,  
First National Bank

## About Quorum Technologies, Inc.

Quorum delivers cost-effective, simple to implement, all-in-one recovery management solutions, providing one-click restoration for any Windows application running on either a physical or virtual machine. Based upon its patent-pending management platform, the product of over forty man-years of development to date, Quorum's solutions deliver the best Recovery Time Objective (RTO) performance in the industry. These capabilities are provided for both local and site to site restoration requirements.

Quorum's products are distributed through a network of leading value added resellers. The company is privately held and is located in Fremont, California.



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