Integris.

Customer success story
Community banks

Building IT infrastructure and trust:
Texas Security Bank

Dallas, Texas-based Texas Security Bank has been on a path to modernize its IT infrastructure, elevate its customer experience, and grow its business. But as the bank grew to four locations, it struggled to ensure network reliability and performance for both branch and remote workers. Periodic downtime incidents were costly — creating significant hours of lost employee productivity. This and other IT issues were creating a serious trust problem with the bank's managed service provider at the time.

After striking up a partnership with Integris managed services, the turnaround story began in earnest. Integris identified unused software that saved the bank thousands of dollars as well as legacy hardware that wasn't properly networked. Integris also successfully instituted an SD-WAN project that was a game-changer for uptime — and for building trust among employees and IT.

"It's just part of the partnership [where Integris is] not afraid to lean in and say, 'Hey, we have a problem and we got to fix this and here are the recommendations to get it fixed.'

Shon Cass
*Executive Vice President,
Chief Experience Officer, Texas Security Bank*

The challenge

Texas Security Bank needed to modernize core IT infrastructure, reduce downtime, identify wasteful spending on hardware and software, and address security gaps in its IT environment. But most important: It needed to reset the relationship between employees and the IT department so that IT could become a trusted partner in helping employees be productive and enable the bank to grow.

The solution

To meet these challenges, Texas Security Bank partnered with Integris because Integris' deep expertise in banking IT and cybersecurity. First, Integris conducted an IT inventory that unearthed costly unused software, battery backups that were outdated and not connected to the network, and security vulnerabilities that required immediate attention.

Integris cleaned up the IT environment by eliminating unused software licenses that cost the bank thousands of dollars. Integris also deployed an SD-WAN solution, which has helped create redundancy and improved uptime, saving as much as 80 hours of employee productivity monthly.

Finally, Integris worked to build trust with the bank's executives and employees by being proactive in addressing problems – weighing costs and benefits.

The outcome

Integris has earned the trust of Texas Security Bank and now acts as an extension of the bank's IT team. First, Integris has achieved a dramatic turnaround in the relationship between employees and IT–partly by fixing the regular downtime issues. The extensive IT inventory helped the bank reduce monthly costs by tens of thousands of dollars. The inventory also addressed holes in the bank's cybersecurity posture. Integris also deployed an SD-WAN solution, which has helped improve network redundancy and uptime and boosted employee experience.

Integris monitors the bank's IT landscape and continues to make recommendations to keep the bank future-ready. Recently, Integris made a recommendation for infrastructure refreshes in Microsoft Azure, the bank's public cloud.

Integris is also a central partner in activities such as audits and exams and even attends Texas Security's Bank's board meetings to provide high-level strategic information on the IT roadmap. That's because, as Shon Cass, executive vice president and chief experience officer, noted, Integris has become a true extension of the bank and a key partner, not just another vendor it does business with.

Texas Security Bank is a Dallas, Texas-based community bank. Founded in 2008, the bank specializes in serving owner-managed businesses and entrepreneurs by providing high-quality customer service and digital banking solutions. With four branches in Dallas, Garland, North Dallas, and South Lake, the bank continues to expand its footprint while also introducing new services and maintaining high-quality customer service.