

Securant Bank & Trust Gains Much-Needed Data Transmission Boost from Time Warner Cable Business Class

DAVID MOLLICO LIKES SPEED.

Neither a racecar driver nor a fastball pitcher, Mollico is instead the network administrator for Securant Bank & Trust, a five-branch community bank that has served southeastern Wisconsin for 95 years. And the speed he needs has ramifications for the bank's 64 employees and its thousands of customers.

Securant requires high-speed transmission of vital data – teller transactions, private customer records, daily reporting – to and from its Milwaukee operational headquarters and its branch locations in Elm Grove, Menomonee Falls, Hartland and Slinger.

"Speed was our biggest issue," explained Mollico. "And our provider at the time used a copper network that is becoming a thing of the past. As we grew, I felt they could not handle the speed that was needed, for our employees and the clients they serve."

Mollico considered his options for high-speed, digital inter- and intra-branch connectivity. After assessing the business communications providers available, he quickly made the switch to Time Warner Cable Business Class (TWCBC) Dedicated Internet Access and point-to-point Metro Ethernet connectivity over its wholly-owned, high-speed fiber-optic network.

Unlike a traditional T1 line offered by local exchange carriers over a bonded copper network, fiber provides scalable connectivity speeds – ranging from 1 Mbps to 10 Gbps – depending on the needs of the customer. The Time Warner Cable fiber network can be upgraded permanently or temporarily to higher bandwidths fast – even in minutes, with just a phone call.

As soon as Securant switched to TWCBC, Mollico noticed a significant – yes, speedy – improvement.

"A lot of our (software) applications are heavily reliant on real-time communications, or our systems will not function properly," explained Mollico. "The Time Warner Cable Business Class service is more reliable and much faster than our previous provider."

Security is of vast importance in a banking environment, as well. While Securant manages its own firewall, centralized alarm system and other security initiatives, Mollico noted that the TWCBC Ethernet network is intrinsically secure.

"The network further enhances our data security to meet compliance and regulatory requirements," he added. "Fiber is very hard to tap into."

Besides network speed and security, Securant also expects fast and efficient customer service – another TWCBC differentiator.

"I'm very happy with Time Warner Cable's customer support," said Mollico. "The local technical resources work closely with my team, from turn up of service to ongoing support. Even calling after hours, I never have to wait if I have a question or request."

"From the moment we made the switch, our service has been seamless," emphasized Mollico. "Time Warner Cable does a great job in delivering everything we need when we need it."

Kevin Roche, Director of Business Services Sales for Time Warner Cable Business Class, said that the company's ongoing commitment to providing stellar service does not go unnoticed by customers like Securant – which itself touts customer-first focus through its "Your success. Our purpose"™ tagline.

"We take pride in giving our customers the best service possible," said Roche. "We try to treat them the way they treat their own clients."

For more information about Time Warner Cable Business Class products and solutions, visit www.twcbc.com or call 1-866-TWC-4BIZ



"THE TIME WARNER CABLE BUSINESS CLASS SERVICE IS MORE RELIABLE AND MUCH FASTER THAN OUR PREVIOUS PROVIDER."

David Mollico
Network Administrator
Securant Bank & Trust

About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable (NYSE: TWC), offers a full complement of business communications tools to small- and medium-sized businesses and enterprise-sized companies. Its data, voice, video and security solutions are enhanced by award-winning customer service and local support teams. Time Warner Cable Business Class was founded in 1998, offering high-speed Internet service as Road Runner Business Class. Today, it serves more than 280,000 business customers in Time Warner Cable's 23 divisions.

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