

# CUSTOMER STORY

**Customer** MEPCO Finance Corporation

**Industry** Finance

**Location** Chicago, Illinois

## BUSINESS CHALLENGE

Mepco, an Independent Bank affiliate, was getting ready to move its Chicago office. It was also approaching an IT equipment life cycle refresh, and IT costs were rising. Independent Bank needed to assess what to do with its affiliate's on-premise data center.

The Grand Rapids, Michigan-based bank wanted out of the data center business, and to move to an operating expense (OpEx) model. It determined that migrating to the cloud—in the form of an Infrastructure as a Service (IaaS) model—was the way to go. Because Mepco was owned by a bank and handled payment card processing, one of the challenges was to find a solution that would be PCI-DSS compliant and meet other regulatory requirements.

## US SIGNAL SOLUTION

The US Signal team assessed Mepco's performance, security, and compliance needs, developed concepts, and discussed the implications of migrating to the cloud. Working together, Mepco's parent company and US Signal determined a hybrid approach would best meet the organization's needs.

The main component of the solution was to move Mepco's entire production environment into a US Signal multi-tenant compliant dedicated resource pool. Doing so would help meet the organization's compliance needs while offering the benefits of the cloud. However, the migration needed to be completed in a compressed time frame of 120 days.



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## US SIGNAL SOLUTION (CONT)

Mepco had also previously struggled with an expensive, difficult-to-maintain disaster recovery solution, so Disaster Recovery as a Service (DRaaS) and Enterprise Backup as a Service (EBaaS) were added as well. The DRaaS solution allows for Mepco's workloads to be replicated to a geo-redundant data center inside US Signal, helping to ensure their security and availability. Both DRaaS and EBaaS employ OpEx models and are fully managed, which frees up the customer's IT staff for other initiatives.

Yet another component of the US Signal solution was remote monitoring and management. With probes deployed in the customer's systems, US Signal could monitor workloads and take remediation steps if issues were found at the operating system level, and also provide patch management. The solution frees the customer of the capital expense for the monitoring solution and of the manpower required to operate it. It also helps the customer meet its compliance requirements for up-to-date patch management.

## BUSINESS RESULTS

US Signal exceeded the customer's expectations by completing the cloud migration a month earlier than the targeted 120 days. The overall solution has delivered significant cost savings from the switch from CapEx to OpEx, as well as time savings for the customer's IT staff. One of the things the customer is most pleased about is how US Signal's contractual portability has allowed it to phase in components of the solution and add more services to meet its changing needs.

As Independent Bank's CIO said, "We can turn down services and transition to new services, porting over the spend without any penalties. It truly is a customized solution designed with our needs in mind."

