

## Customer

The Bank of Miami, N.A.

## Industry

Banking and Financial Services

## Challenge Solved

The Bank of Miami leveraged Compuquip's Managed IT Services to help the bank reduce IT costs and realize significant monthly savings.



## The Bank of Miami Realizes Cost Savings with Compuquip's Managed IT Services

Established in 1964, The Bank of Miami (formerly named The International Bank of Miami) is one of the largest independent financial institutions in South Florida providing commercial, real estate, correspondent banking and international services throughout the state, Latin America and the Caribbean.

### The Bank of Miami Challenge

The current state of the economy is putting significant pressure on businesses of all types to reduce overhead and contain costs wherever possible.

For The Bank of Miami, the salaries, benefits, training and miscellaneous costs associated with employing an in-house staff of IT professionals was putting a strain on expenses. To reduce costs and enable the bank to realize a greater return on its investment in technology and network operations, it turned to Compuquip Technologies for Managed IT Services.

"We've worked with Compuquip on our voice and data network over the past four years on a project basis, and we knew that its professional staff and customer-oriented philosophy would make it a good match for our needs," said Alba Prestamo, COO of The Bank of Miami. "Furthermore, we felt reassured that Compuquip's resources and vast experience in the banking industry would help us keep up with the latest technologies required to meet our bank's business goals."

### The Compuquip Solution

After performing a thorough analysis of The Bank of Miami's existing IT needs, functions, dependencies and issues, Compuquip developed a plan to simplify the bank's IT operations, increase efficiencies, and, ultimately, reduce existing IT expenditures. With a long and successful track record working with financial institutions faced with similar circumstances, Compuquip knew what was needed and how to implement a program that would help The Bank of Miami achieve its business goals.

Compuquip employed some of The Bank of Miami existing engineers, who, along with Compuquip's certified engineers, quickly transitioned The Bank of Miami to the Managed IT Services model. By migrating the bank's help desk into Compuquip's existing Service Desk, Compuquip

was able to provide the bank with one centralized, remote point of contact to triage all IT-related issues. This eliminated redundancies and provided The Bank of Miami with the added assurance of a full-time, experienced service desk complimented by a dedicated Compuquip team on-site at The Bank of Miami locations.

From Compuquip's Service Desk, its engineers can remotely monitor, update and manage the bank's network and computer systems to identify potential issues and resolve them before they impact the bank's operations. This proactive work saves the bank from crucial downtime in systems that are critical to operations.

"Compuquip always finds a way to deliver," Prestamo said. "They provide us with confidence in our IT systems while providing a significant financial savings for the bank."

*"By choosing Compuquip's Managed IT Services, The Bank of Miami will realize significant monthly savings while ensuring complete coverage and reliability of our network. Along with a very smooth transition to its support model, the entire Compuquip team provides us with unparalleled levels of IT professionalism, experience and expertise."*

*- Alba Prestamo, COO, The Bank of Miami*



### About Us

Nearly thirty years ago, Compuquip Technologies began business in South Florida as a technology partner to Miami-headquartered organizations. Since then, Compuquip has evolved into a fully integrated IT company with cabling, technology services, Internet security and managed services divisions supporting more than 300 Florida and Caribbean organizations.

Compuquip's 12,000-square-foot facility features a 24-hour Network Operations Center (NOC) that enables Compuquip's staff of over 40 engineers to monitor, update and manage its clients' computer systems. Our strategic relationships with technology vendors including Check Point, Cisco, Citrix, Microsoft and IBM, guarantee that you receive best-of-breed hardware, software and support solutions.

Whether your technology needs are small or large, simple or complex, Compuquip will consistently provide you with solutions that match your organization's exact needs. Our professionals are the industry's best and brightest, who have made a personal commitment to go the extra mile to earn your trust and build a partnership with your organization.

For more information,

visit our website at [www.compuquip.com/ITworks](http://www.compuquip.com/ITworks) or call 305-436-8895.

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