



Telephony Solutions: Financial Industry

NEC System Helps State Bank of Long Island Through Growing Pains

State Bank of Long Island was founded in 1966 with a mandate to enhance the quality of banking services on Long Island. By adhering to a philosophy of measured, orderly growth, State Bank is now one of the largest independent commercial banks headquartered in Nassau County. For several years, State Bank has ranked among the highest performing banks in New York State. With approximately \$1 billion in assets, State Bank has added 15 branch offices to its main office in New Hyde Park, NY.

The Challenge

"We have built a reputation for providing high quality personal service and have specialized in meeting the needs of commercial, small business, municipal and consumer markets throughout Long Island," said Ray Wagner, first vice president of State Bank of Long Island. "However, we knew we needed to enhance our communication system if we were going to continue to provide the kind of service our customers have come to expect. We had a hodgepodge of antiquated systems that were a headache to maintain. We were increasing the number of branches and their locations spanned three or four area codes. We thought it would be easier and less expensive to maintain one centralized system and we were looking for a way to easily and cost effectively communicate between branches."

"The NEC system also had the flexibility to expand IP capabilities in the future," he added. "It was the investment protection we needed. We are now able to more efficiently serve our clients, and we are saving approximately 10% a year on network costs. The new network has improved customer service tremendously."

Ray Wagner
First Vice President of
State Bank of Long Island

and data network and utilize identical communication features to all the branch sites. Wagner said the proposal from NEC Associate, Expanets, met all of the requirements. "The NEC system

also had the flexibility to expand IP capabilities in the future," he added. "It was the investment protection we needed." Expanets provided the configurations and network diagrams necessary for a multi-phase implementation of a 15-site network. The proposal detailed IP connectivity and centralization of services. Extensive project management made sure the

installation process was as seamless as possible. In all, State Bank ordered 15 NEAX® 2000s, a combination of 8- and 16-button Dterm® Series E phones and a NEAXMail® AD-40 voice mail system.

The Results

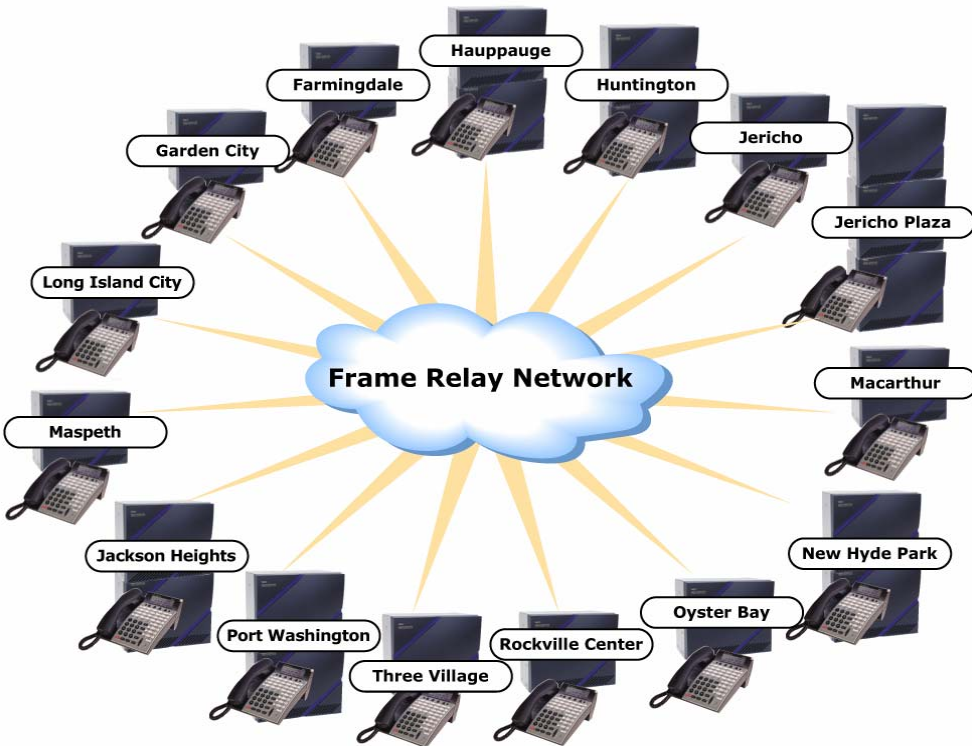
The PBXs are networked together by a Frame Relay system. CCIS provides centralization of services including voice mail and four-digit dialing

Case Study



between branches. "The solution provided convenience and cost savings for inter-office calls between branches," said Wagner. "By centralizing voice mail, we were able to cut back on the number of voice mail vendors and associated administrative costs.

Additionally, employees who travel from location to location are finding it easier to access messages and are able to respond to clients quicker. We are now able to more efficiently serve our clients, and we are saving approximately 10% a year on network costs. The new network has improved customer service tremendously."



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