**Case Study: APX Net Upgrades Data Center Network for Kennebunk Savings Bank**

Kennebunk Savings Bank (Kennebunk Savings) was founded in 1871 as a mutual institution in Kennebunk, Maine. Nearly 150 years later, Kennebunk Savings serves a much larger community throughout southern Maine and seacoast New Hampshire, but its goal of being responsive to its customers and communities remains the same.

Kennebunk Savings maintains its connection to the community by volunteering and through its Community Promise. Employees enthusiastically volunteer thousands of hours to support local initiatives, and annually the bank contributes 10 percent of its earnings to local charitable organizations throughout its market territory. Since 1994 that's meant over $11 million for local charitable organizations.

### Challenge

As a vibrant and growing organization Kennebunk Savings has added numerous employees to its operations and administrative teams in the past few years. Employees eventually filled four different buildings in its hometown of Kennebunk. By 2015, the management team concluded that a move to consolidate operations into one facility had become a necessity. Locating everyone in one building would create more openings for collaboration and communication, enhance efficiencies and create the opportunity to upgrade the technological infrastructure to better serve its customers.

To implement its plan, Kennebunk Savings purchased a vacant 88,000 square-foot manufacturing building and renovated it to create a state-of-the-art operations center that accommodates 150 employees, with amenities designed to foster employee health and productivity. After several years of planning and logistics, the ambitious move was completed in fall 2016.

A critical component of the strategy included consolidating communications and data center technologies, which was directed in tandem by Dennis Byrd and Dawn Robinson. Byrd, Kennebunk Savings' senior executive vice president and COO, oversees IT strategy and deployment, corporate facilities administration, deposit services and credit administration. Robinson, vice president and CTO, provides strategic direction for the development of IT processes and systems as well as manages the bank's daily IT operations.

### Objectives

Robinson, a 19-year veteran of Kennebunk Savings's IT department, had several objectives as part of her initiative to improve and upgrade the company's communications infrastructure during the transition, including:

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- Building a next-generation data center
- Enhancing network reliability, redundancy and survivability
- Upgrading WAN connectivity
- Increasing bandwidth for hosting new applications and online services
- Linking all branches to the new operations center, providing real-time communications

Robinson and her team turned to its longtime provider APX Net, which is led by Jeff Wood, president of sales. APX Net is a carrier-agnostic communications service provider that nine years earlier converted the bank's T1-based MPLS network into a first-of-its-kind Ethernet network that leveraged the infrastructure of multiple cable companies, which installed network-to-network interfaces (NNIs) connecting their disparate networks. APX Net's unique approach was unheard of at the time because NNIs were not readily available between cable companies in the mid-2000s.

APX Net's innovative network buildout saved Kennebunk Savings a lot of money, said Robinson. "Jeff and his team are very creative when coming up with solutions," she said. "They keep our business needs for high availability and application response time top-of-mind and always provide designs with redundancy and resiliency built in. In the end, it was an easy decision to partner with them again on this new project."

As a financial institution, Kennebunk Savings also could not afford network problems or outages, and APX Net had already proven itself in that regard.

"Before APX Net we had multiple vendors, and whenever we had a serious issue we felt that the accountability wasn't there," said Byrd. "With APX Net we have full accountability and a rapport built on many years of working together."

## Solution
Kennebunk Savings' data center migration project involved bandwidth upgrades and redundancy, as well as expertise and support for network planning and implementation.

The APX Net team assisted with planning the network, data centers and migration strategy, and it also supported the implementation from start to finish. In summary, APX Net:

- Increased bandwidth at all sites
- Upgraded WAN networking from 1Gbps to 10Gbps
- Added two 500Mbps redundant WAN connection in and out of the data center
- Designed and implemented a multifaceted redundancy plan

For redundancy, APX Net set up entrance points on the east and west sides of the new operations center – each with a 1Gbps port.  They also are brought in fiber running in opposite directions – North and South – out of the building to different poles.

"The fiber connections will never touch the same conduit or poles," said Wood. "One stays in town and the other one goes to the next town over. There would be almost no reason for the circuits to go down at the same time. We understood that Kennebunk Savings could never go down so our design demanded pole diversity, fiber diversity, conduit diversity, and entrance-facility diversity."

## Results

Thanks to APX Net, Kennebunk Savings already had a high-performing network prior to the move to the new operations center in fall 2016, said Robinson. "Now it's more capable of handling new applications and higher volumes of traffic, and for basically the same cost," Robinson explained.

The upgraded network is able to handle high-bandwidth imaging popular with financial institutions as well as hosted applications that traverse the WAN to the data center hub without breaking a sweat, which gives Kennebunk Savings some room for growth. "It sets us up well for the future," Robinson said.

Robinson is confident APX Net's secure network will continue to run smoothly. "We've never had any implementation issues or real downtime since working with APX Net," she said. "We have every confidence that our new network and data centers will perform well and benefit our employees and customers greatly."