

Western U.S. Bank

A regional bank in the Western U.S. with just under 3,000 employees offers clients a wide range of banking products and services, including transaction and savings deposits, commercial, consumer, real estate loans, and mortgage origination services.

Business Challenge

- Avoid cost of purchasing additional hardware while integrating a new third-party SaaS application—Koney Customer Service Management—on Azure SQL-managed instance
- Adhere to security and regulatory compliance
- Improve business continuity and ensure continual compliance

Solution

- Lightstream Rapid Risk Profile and guided Cloud Foundation Framework to securely extend the customer's on-premise infrastructure into Azure
- Custom integration to enable a third-party provider to securely access line-of-business application in Azure
- Refactored SQL databases in Azure to support a SaaS solution

Business Outcomes

- Enabled bank operations to support new customer-facing line-of-business application while providing visibility for operational and security teams
- Improved overall ability to meet business technology needs while enabling customer recovery capabilities
- Lightstream Cloud Managed Services for ongoing Azure management and optimization of the financial, technical, security, and operational aspects of their environment

