Case Study

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First National Bank of Lake Jackson

Outsourced Precision® Processing Helps Texas Bank Weather Hurricane Ike

Located near the Texas Gulf Coast, the First National Bank of Lake Jackson faced its largest-ever storm strike when Hurricane Ike barreled toward the city. Outsourced processing from Fiserv kept the bank operating even during the storm.

In September 2008, Lake Jackson experienced its share of weather-related woes. "Hurricane Ike spared us from much of the water damage, but powerful winds knocked down trees and cut power for about two weeks," says Sheri Barnhart, SVP and COO at the First National Bank of Lake Jackson.

Down, But Not Out

As the hurricane hit the coast, the $233-million bank closed both its main location and only branch for two days, although a couple of employees rode out the storm in those buildings. The bank continued to conduct some business during that time, a feat Barnhart attributes to operating on the Precision bank platform from Fiserv in an outsourced environment.

"The Onalaska Data Center received and handled our cashletter from the Fed, and posted to our customers' accounts," says Barnhart. "If our customers were supposed to get paid, they could confirm their direct deposits on the telephone and Internet banking. Plus, their debit cards worked wherever customers were evacuated."

After the storm, a small crew answered phone calls in Lake Jackson. They used generator power to perform tasks such as

First NATIONAL BANK OF LAKE JACKSON

Client Profile

The First National Bank of Lake Jackson is an independent community bank owned and managed by local individuals dedicated to serving the needs of residents in Brazoria County, Texas. The bank is headquartered in Lake Jackson, which is located south of Houston and just 10 miles from the Gulf of Mexico.

Holding $233 million in assets, the bank has served its market since 1963. In addition to its main location, the First National Bank of Lake Jackson also has a branch in nearby Brazoria.

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printing statements already prepared by Fiserv data center staff. As for the Brazoria branch, it was completely up and running right away.

"Although we did just a few things in Lake Jackson, it didn't matter much because everything at our branch worked. During the entire week after the storm, the branch was open, providing services our customers needed," notes Barnhart.

Calm During and After the Storm

The First National Bank of Lake Jackson regularly communicated with the Onalaska Data Center during and after the storm. Because Precision was working, bank staff completed their normal tasks. A power outage was the only real recovery issue. Even though that kept the main location closed for five days, the bank was in a better position than many of its counterparts.

"I can't imagine how much more difficult it would have been without the Onalaska Data Center, because they manage all of our servers. We didn't have to worry that we might fry a piece of equipment on an alternate power source, or whether our network was secure. Fiserv took care of that," adds Barnhart.

Business Continuity in Hurricane Country

Being in hurricane country means outsourced processing is a must for this bank. "Disaster recovery is our number one reason to outsource," says Barnhart. "We face the threat of hurricanes every year from June to October. We have to be prepared for these storms and ready to implement our disaster recovery plan."

Challenge

First National Bank of Lake Jackson management sought an affordable core banking suite that would support their strategic goals, delivering the flexibility to handle present and future needs, as well as provide business continuity coverage.

Solution

The bank enhanced its technology by choosing Precision, which offers more control, flexibility and features than the bank's previous outsourced solution. Gaining a valuable partner in Fiserv, the bank now enjoys the dependable, dedicated service provided by the Onalaska Data Center, as well as the peace of mind that comes from having a reliable business continuity solution.

Proof Points

The arrival of Hurricane Ike proved the wisdom of operating Precision in an outsourced environment. The data center helped the bank quickly recover and continue to serve a community in need of normalcy:

- The Federal Reserve cashletter still arrived at the data center, enabling general ledger settlement and account posting.
- The branch location opened to customers as soon as the storm subsided.
- The Precision core, Internet banking, debit card and telephone banking and other services continued uninterrupted.

Connect With Us

For more information about Precision and outsourced account processing, call 800-872-7882 or contact your account manager.

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