Large national bank
overcomes network outages
with Sprint Wireless WAN

Challenge
A large national bank worked hard to provide customers with convenient customer service and ensure that day-to-day operations flowed seamlessly as the financial services institution continued to grow. To guarantee the bank had the network capacity needed to manage the increasing traffic at each location, the company implemented a back-up solution to support its primary network. The implementation was a success. However, network outages resulted from a variety of circumstances beyond the bank’s control, from faulty copper wiring to severe weather conditions. As outages occurred, employees did their best to assist customers. The last mile (local loop) problems left them without the resources to process customer requests and continue internal communications. The outages left customers and employees frustrated, which had the potential for customer loss.

Experience the benefits of Sprint
Sprint proposed the Wireless WAN solution, which provides wireless connectivity using the Sprint EVDO Rev A network through the bank’s existing WAN. The bank’s Wireless WAN solution uses AirLink™ Raven X intelligent wireless gateway device by Sierra wireless, which communicates through Sprint’s wireless network and servers to connect the branches to the bank’s two core locations across the U.S. using the Sprint private land line network.

The Wireless WAN has the ability to deploy on demand to locations needing the service where the existing local loops have failed. The solution has the required bandwidth to handle voice and data services for each location at a reasonable cost.

Because of the Wireless WAN solution, employees are able to deliver and customers are receiving the superior service for which the company is known. Instead of concentrating on damage control, associates are able to provide quick and personalized service by focusing on each individual customer’s needs.