



**“Working with  
integraONE is always  
a positive experience.  
Every member of their  
team is knowledgeable,  
professional, and skilled.  
integraONE has become  
the benchmark for  
service at QNB.”**

**Steve Cobb  
Network Administrator  
QNB Bank**

## **QNB Bank Manages Critical IT Systems with the Support of integraONE.**



Established in 1877, QNB Bank (QNB) takes great pride in being one of the few surviving independent banks in Bucks, Montgomery, and Lehigh counties. With branches and supermarket locations in Quakertown and neighboring areas including Coopersburg, Pennsburg, Perkasio, Souderton, Colmar, Warminster, and Wescosville, QNB serves a large geographical region across 11 locations.

With a long-held tradition of dedicated service to both its customers and its community, QNB’s mission is to continue to serve the local area as an independent community bank. The bank continues to expand its spectrum of personal and commercial banking services with a view toward providing ever greater value to customers.

To be able to offer this type of exceptional service to an ever-growing population, QNB needs to remain on the cutting edge of the industry’s technology. The in-house QNB IT team must provide secure, updated critical systems that meet the needs of the bank and its customers in an environment that delivers real-time data with little or no down time.

### **Technology Needs**

Steve Cobb, QNB’s Network Administrator, is charged with ensuring that the technology that supports the bank’s daily business is operating at peak performance. He knows that maintaining an efficient, seamless, cutting-edge network sometimes requires outside expertise and support.





After working with another vendor for IT solutions and support, Cobb decided it was time to consider other options to fulfill this role. He wanted a firm that was local enough to be able to provide service with a reasonable response time, and he wanted a team that would support his own with insight, knowledge, and professionalism.

### **The Right Team for Ongoing Support**

The selection process for a new IT partner was fairly simple for QNB. Cobb was already familiar with integraONE and some of its team members. His impression of them had always been favorable, and he chose the firm to support the bank's ongoing technology needs. His decision turned out to be a solid one, and he has not looked back since. "integraONE serves a great support role for us," noted Cobb.

"Their prompt service, abundance of industry expertise, and excellent communication skills make them a go-to resource in emergency situations or for input on complex configurations."

### **Recent Projects**

While the bank was recently establishing a new mode of communication at one of their newest branches, integraONE was brought in to assist with complicated firewall changes necessary to deploy the VPN over an internet connection. To ensure a successful end result for the project, integraONE needed to coordinate efforts with two of the bank's outside service providers. Cobb described the process: "The integraONE engineers first determined what needed to be accomplished. Then they reached out to our outside service providers and worked with them on all necessary points. The level of professionalism which the engineers displayed during these communications and work efforts was exemplary—just what I would expect from integraONE."

In another recent project, Cobb needed to decommission a main controller, and wanted the advantage of having additional expertise onsite. He called the integraONE team to schedule support, and was assisted by engineers who laid out the project ahead of time to ensure a smooth process, performed proper back-up procedures prior to the project, and followed up after completion to make sure everything was running smoothly. "integraONE always follows up after each project," said Cobb. "The engineers are always willing to respond to any questions, even after the work is completed. You just can't count on that level of service from other vendors."

In yet another scenario, Cobb needed help quickly. "I was adding a new switch stack, and had complications that needed attention immediately," he remembered. "integraONE had someone rerouted to my location and onsite within the hour."

### **Communication and Teamwork**

Working with integraONE means that Cobb has ongoing relationships with multiple team members. Most work is scheduled with the help of his account manager. Then an extensive team of engineers and service technicians works to develop a plan and carry out the projects onsite. This team is comprised of various experts in each specialty or technology. "One of the reasons that integraONE is so effective is their ability to communicate with each other to deliver quality service," stated Cobb. "The integraONE team communicates well with each other, with our team, and even with our outside service providers. They simply work well together to get the job done right."