Personal Solutions Exceptional Service

How Rocky Mountain Bank's Video Conferencing Solution Blossomed into a Long-Lasting Relationship with Pine Cove Consulting

- Pine Cove Consulting implemented video conferencing and cyber-security solutions for Rocky Mountain Bank. 10 years later, their relationship continues to thrive.

The Client

With branches in Jackson, Pinedale, and Rock Springs Wyoming, Rocky Mountain Bank, and its 40+ employees, service a fairly rural population. Rocky Mountain Bank offers a full suite of banking solutions which keeps Steve Genzer, IT Director for the bank, busy supporting and managing the organanization's IT initiatives.

Steve Genzer took over IT operations at Rocky Mountain Bank in September of 2009. Shortly after arriving at the bank, Steve was confronted with the challenge of ensuring seamless communication between branches that were hundreds of miles apart. Pine Cove Consulting and its employees would help Steve overcome this challenge which led to a productive long term relationship for both organizations.

"Pine Cove Consulting is a class-A company. They are always looking out for our best interest and go the extra mile to make sure everything works for us."

Overview

Challenges

After being hired on to oversee all aspects of Rocky Mountain Bank's technology, Steve Genzer committed to improving technology communication, security, and reliability for the organization. Challenges included how to implement video communications for employees at all three Rocky Mountain Bank branches.

Rocky Mountain Bank also sought a solution for protecting the organization from ransomware and malware by implementation of endpoint security, encryption, phishing training, and more.

Process

The process began with an audit of Rocky Mountain Bank's technology. Pine Cove then worked with Rocky Mountain Bank to identify goals for the organization along with any bottlenecks that may prevent them from achieving those goals. Once solutions were picked, Pine Cove customized those solutions for Rocky Mountain Bank to ensure they would work exactly as expected for the bank. Rocky Mountain Bank and Pine Cove Consulting continue to work together on projects to elevate the organization's technology.

Solution

Rocky Mountain Bank implemented a sophisticated and intuitive video conferencing soluition that enabled the bank to better communicate across branches. As Rocky Mountain Bank increased connectivity, Steve recognized the need to secure all data. Rocky Mountain Bank then implemented a suite of cyber-security products to secure its assets.

The Story

Steve Genzer started working with Pine Cove Consulting while searching for a video conferencing solution for Rocky Mountain Bank. Steve now approaches Pine Cove anytime he has a technology project happening to see if there is a good fit. The video project led to implementation a suite of cyber security solutions for the bank. Solutions implemented by Pine Cove included:

- Video Conferencing
- Endpoint Protection
- Phish Threat Training
- Encryption

"The combination of the products being offered, the team at Pine Cove and Pine Cove's excellent customer service, is what keeps us coming back"

Steve Genzer, IT Officer
Rocky Mountain Bank

Q&A with Steve

1   Q: Why did you choose working with Pine Cove over another partner?

A: The solutions were a definite factor in it, but also the relationship that was quickly developed with the team at Pine Cove made them an obvious choice. The Pine Cove team has always treated me well. They always check up on us and always give us the straightforward answer, no beating around the bush. Between the products being offered, the team at Pine Cove and just how happy we are with Pine Cove's customer service, it's a no brainer for us to keep working with Pine Cove.

2   Q: What has been your experience with Pine Cove's project team?

A: No matter what the project is, I reach out to Pine Cove and see what they have to offer. If there is something that fits the bill, I go through the testing process to see if it'll work for us. I compare it to other vendors with similar products. Pine Cove has offered us several 30-day trials of various pieces of software that has allowed us to test Pine Cove's solutions in our enviornment. When I decided it was a good fit, Pine Cove had our licenses in place in a matter of days. Pine Cove has great efficiency. Pine Cove offers complete support on everything from brainstorming projects to full implementation of solutions.

3   Q: What would you say to someone thinking about working with Pine Cove?

A: I would say Pine Cove is a class-A company. They are always are looking out for your best interest and willing to go the extra mile to make sure things are working properly for you.

The Final Word from Steve Genzer

Just as a kind of side note, when we were setting up the video conference system, I remember talking with Pine Cove and we were having a few hiccups getting the system setup ourselves. Pine Cove sent an employee to assist us and make sure our system was running properly. It's just the type of thing Pine Cove does for its clients. Pine Cove goes the extra mile to help out. It's awesome.

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C O N S U L T I N G

We are dedicated to providing our clients the very best that technology has to offer. We personalize our services for each individual client by completing a comprehensive assessment.

Our Process

- Assess Current Technology
- Identify Improvements
- Review Technology Possibilities
- Implement Personalized Solution

Technical Background

- 30,056 Cyber-Attacks Stopped Daily
- 20,103 Users Currently Supported
- 2,527 WAPs Installed
- 2,008 Server Installs/Configs
- 35 Technical Certifications
- 26 Years of Experience

SOPHOS SECURITY AWARDS 2016 WINNER
Complete Security Partner of the Year
Pine Cove Consulting

SOPHOS SECURITY AWARDS 2017 WINNER
Q2 Partner of Quarter
Pine Cove Consulting

CHANNEL SECURITY AWARDS 2018 WINNER
Rising Security Star Award
Pine Cove Consulting

Contact

- Sales@pinecc.com
- pinecc.com/contact
- www.pinecc.com

Our Solutions

Cyber-Security   **Communication**   **Infrastructure**

Where We Work

We work with businesses, government agencies, and educational institutions across the rocky mountain region. We have employees stationed across the region ready to assess and address your technological needs.

● Client   ★ Pine Cove Employees/Office locations