

## CASE STUDY

# Bank of Bolivar

### The Customer

In 1997, Bank of Bolivar began operations from a humble facility in Bolivar, Mo., with \$3 million in capital and a bold idea: to be the best bank in the area by hiring local people with a focus on superior products and exceptional customer service. Since its inception, it has expanded to four locations and received awards for performance in the financial industry.

### The Challenge

As Bank of Bolivar experienced growth and expanded its number of locations, the business needed a solution to connect its branches. The bank was already using Windstream for its Internet connectivity and decided to have the company bid on a wide area network (WAN) to its new Springfield location to transmit data between the locations.

“It’s worked out to be a wonderful thing,” said Becky Walker, vice president/technology officer at Bank of Bolivar.

### The Solution

Windstream has been providing Bank of Bolivar voice and data services since 2000. In addition to networking, Windstream provides Bank of Bolivar with high speed Internet to support various online applications, as well as local phone service and long distance at two branches. The bank leases all of its phone systems from Windstream and has been pleased with the equipment.

Bank of Bolivar depends on Windstream to provide reliable service and dependable technical support. “Any time I’ve ever needed anything from the Windstream sales group they’ve been wonderful to work with,” Walker said. “Service issues are nearly non-existent. We have found Windstream’s staff to be very professional and willing to work to meet our needs.”

If you are interested in implementing similar technologies, please call Windstream at 1-888-673-WIND (9463), or speak to your current Windstream account manager to learn more.