

# Structured cabling and low voltage infrastructure installation for the fourth-largest regional bank in the Southeast.



## Client

Capital Bank is focused on providing superior financial service through a network of locations throughout the region. Established in 2010, Capital Bank grew very quickly by obtaining over 1.7 billion dollars in assets. Like them, they needed a company to provide superior services for their technology needs. They chose ASD®.

## Challenge

In 2017, Capital Bank merged with First Tennessee Bank making them a member of the First Horizon family of companies and the fourth-largest regional bank in the Southeast. Already having 300+ locations, Capital Bank is steadily opening more locations. To take care of their structured cabling/low voltage infrastructure needs, they needed someone who would be efficient and stays within budget.

## IMPORTANT CONSIDERATIONS

- With many decentralized locations, how can we keep technician costs low?
- How can we communicate with the client quickly and efficiently?



## Solution

Capital Bank knows they can reach ASD® directly which saves them money, reduces the turn around time for projects, and simplifies communications. Once they put in a support help desk ticket to ASD®, it goes straight to one of the National Support Specialist (NSS). The NDS then utilizes the AASDI™ network to find the best qualified local technicians. Using local techs saves clients from having to pay extra costs associated with travel. Our NDS team then uses the AASDI™ mobile app, which provides real-time updates from the technicians in the field. This keeps our project managers informed, allows them to confirm quality deliverables, and ultimately helps the job run smoothly and efficiently.



## Result

Capital Bank had locations across the Carolinas, and ASD® project managers had to ensure the technicians stayed on schedule and delivered on time. The mobile app and time-tested project management processes ensured flawless execution. By using ASD® reliable and trustworthy cabling solutions that come with a lifetime warranty, Capital Bank knew the infrastructure would support their present and future needs.

## Project Summary

### INDUSTRY

Financial

### SERVICES

Rollout

### TECHNOLOGIES

Structured Cabling

### HIGHLIGHTS

- Projects range up to 500 cables
- Across the Carolinas
- Branch Rollouts, new cabling infrastructure for TCR installations across 94 sites
- Branch Decommissioning
- Support, additions, moves, and changes