

## QUICK FACTS



Industry: Professional  
Services, Financial



Employees: 150+  
Locations: 9 locations



Challenges:  
Major company merger,  
Dual Active Directories



Primary Solutions:  
Microsoft Office 365,  
Managed Services,  
Service Desk

## CHALLENGE

Because Monona Bank was merging with Middleton Community Bank, our team faced the challenge of a multi-location merger and a migration to Office 365 into one project. While the bank has a talented internal technology team, the merger presented a number of challenges that required bringing in a managed service provider to assist with network configurations, Active Directory changes, server builds and the Office 365 setup and migration. The project included several moving parts that required the bank and ITP to work together on solutions for hurdles presented by the merger.

“We were looking for an industry expert, someone with vast Microsoft experience and the ability to support our team during and after the migration. ITP is a valuable information technology vendor and resource for anything “IT” we don’t have the expertise to handle within our own internal IT staff, including our email migration merger this past year.”

## SOLUTION

ITP assisted the bank by providing Office 365 migration support and on-going network management, including the addition of VMware servers at the new branch locations. The move to Office 365 required the integration of two Active Directories, one of the largest challenges for merging businesses. Flexible licensing with Office 365 and VMware also allowed Monona Bank to scale with minimal overhead during this transition. ITP’s service team truly understood the bank’s needs and worked diligently to make sure there was minimal down-time for end users.

“Moving our team to Office 365 really was the only option that solved our multi-email migration problem. Working with the ITP team helped us transition smoothly, as the team was helpful and responsive. I love the local presence and ability to have an engineer on-site when required. Their response time to assist with urgent requests is fantastic, and the solutions they provide and knowledge of their engineers and support staff is top notch.”

## SUCCESS

In the past few years, Monona Bank has grown to over 150 employees, all working with Microsoft solutions. The bank’s Office 365 migration included licensing, installs, email migrations, and on-going support. While employees did have a few instances of email unavailability, ITP was able to support and resolved all issues remotely. With the support of ITP’s well-rounded team of engineers, the client’s internal technology team was able to focus on successfully completing the merger and maintaining day to day IT operations.

“In today’s digital world, a data breach is a far bigger concern than a bank robbery. The most important thing a bank has is no longer its money, but its data. We chose to go with Office 365 because it allows our team to work securely from the cloud. Add in the hands-on support and solutions knowledge from ITP, and we couldn’t have asked for a smoother overall transition despite a number of unique challenges along the way.” - Robin Roberts (VP of Information Security)

ITP is a valuable IT vendor and resource for anything we don’t have the expertise to handle internally. Their response time to assist with urgent requests is fantastic, and the solutions they provide and knowledge of their engineers and support staff is top notch.”

Wade Carlson,  
VP of Information Technology  
Monona Bank