

CHARTER BANK AND VITAL SUPPORT SYSTEMS

A PARTNERSHIP YOU CAN BANK ON



TIM HELDT, PRESIDENT OF CHARTER BANK

“ ... IT WAS CLEAR THAT VITAL WAS THE OBVIOUS CHOICE FOR US ”

Read on to learn more about their successful partnership...

Charter Bank and Vital Support Systems began working together to improve productivity, enhance security, and boost efficiency of this three-branch bank headquartered in Johnston, Iowa. Together, the partnership has proved to be successful on all fronts – thanks to a dedicated team of professionals at Vital Support Systems and a desire to give Charter Bank the tools it needed to serve its customers.

WHO IS CHARTER BANK?

Charter Bank was chartered in 1998 and has locations in Grimes, Johnston and Waukee, Iowa. From a basic checking account to a complete cash management system, Charter Bank provides customers with innovative financial packages, competitive pricing, hometown service and personal attention.

HOW DID CHARTER BANK FIND VITAL SUPPORT SYSTEMS?

Charter Bank was looking for a replacement vendor who could address some specific technology needs the bank had, as well as trouble-shoot some of the problems they were currently experiencing. Charter Bank was also very interested in partnering with a local business in the community. They reached out to Vital Support Systems after an internal employee had recommended them. Vital Support Systems has been with Charter Bank since August of 2010.

WHY VITAL SUPPORT SYSTEMS?

According to Sharm Sisler, Vice President and Cashier, and Tim Heldt, President, of Charter Bank, they spent many hours reference checking Vital Support Systems, in addition to spending a lot of time with them up front. “We wanted to make sure we trusted them and felt 100% comfortable with them,” said Heldt. And, because of the banking industry’s need for trust and security, Vital Support Systems’ core values were an important factor to consider. Through Heldt and Sisler’s research and fact-checking, they found out quickly that Vital Support Systems was well-thought of in the industry and the community.

It didn’t take long for Vital Support Systems to showcase its expertise and knowledge in the field. “It was pretty apparent that Vital had a large team with multiple resources. Having a whole pool of engineers that is familiar with us is excellent. It was clear that Vital was the obvious choice for us,” said Heldt.

A WORD FROM VITAL SUPPORT SYSTEMS

“ IT WAS EVIDENT DURING OUR DISCUSSIONS WITH TIM AND SHARM THAT CHARTER PLACES A HIGH VALUE ON CUSTOMER SERVICE AND COMMITMENT TO EXCELLENCE; TWO QUALITIES THAT ARE EQUALLY IMPORTANT TO US. WHEN YOU ALIGN THOSE GOALS WITH OUR RESPECTIVE EXPERTISE - VITAL IN TECHNOLOGY AND CHARTER IN BANKING – WE MAKE A GREAT TEAM. ”

MIKE WOHLNHAUS,
VICE PRESIDENT OF MANAGED SERVICES

WHAT SERVICES DOES VITAL SUPPORT SYSTEMS PROVIDE TO CHARTER BANK?

Vital Support Systems is a full service value-added IT provider to Charter Bank. Vital Support Systems' team of highly professional sales representatives and engineers analyzed their existing IT environment and provided recommendations and implementation services to correct current IT performance issues that had been affecting user productivity for some time. Vital Support Systems' network and systems project teams designed and implemented solutions that improved security, such as a network firewall and virus protection. As a Managed Services Provider (MSP), Vital Support Systems provides 8x5 monitoring, maintenance, and support of Charter Bank's systems and network IT infrastructure to ensure their systems run at peak efficiency with minimal or no downtime, thus allowing them to focus on their core business functions and not on their technology.

HOW DID VITAL SUPPORT SYSTEMS IMPACT CHARTER BANK?

Charter Bank is pleased with their decision to turn to Vital Support Systems for several reasons.

Prior to going with Vital Support Systems, Charter Bank was on a

time and materials basis with another vendor. Going to a "flat fee" contract with Vital Support Systems has taken away the risk vs. reward situation Charter often found itself in. "Every time we had a technology problem, we had to ask ourselves if it was worth our time or were we better off engaging our vendor instead...it was always a risky decision that didn't always pay off", commented Sisler. "Going with Vital has proved to be very cost-effective for us, essentially, 'the meter is fixed' with Vital. From a budgeting perspective, we know what to expect and when to expect it, which is great."

Vital Support Systems' methodical approach to customer service has impressed Charter Bank. "There are several ways to get a hold of Vital's customer service team. Plus, you can check on the status of your request at any time, you can see who has been assigned the problem, and what action they are taking to resolve the problem."

Sisler and Heldt also appreciated the honest approach Vital Support Systems took with them. Vital Support Systems was clear about their capabilities, their product capabilities, and what would be the best solution at the appropriate time. "They have no interest in a band-aid approach," said Sisler. "They don't want a quick fix that will end up haunting us down the road. They get to the root of the problem and resolve to fix it for good and move forward."

WHAT DOES THE FUTURE HOLD FOR CHARTER BANK AND VITAL SUPPORT SYSTEMS?

Going with Vital Support Systems has saved Charter Bank time, money and inefficiency over the past year. Charter Bank finally feels as if they have a very stable network that they can count on – and they feel confident that their three branch offices are in good hands.

"We are now in the position with Vital where they see the problem before it arises. In fact, we can barely pick up the phone to call them, before they are calling us to alert us of the problem. They are 'Johnny on the Spot' and we couldn't be happier," said Sisler.

Heldt added, "We are looking forward to a long and mutually beneficial relationship with Vital Support Systems – and they see it that way, too."

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SHARM SISLER
VICE PRESIDENT, CHARTER BANK



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