

CASE STUDY

Keystone Savings Bank

Locations Throughout Iowa

Keystone Savings Bank opened on April 27, 1935 to meet a community need after two local banks failed in the Great Depression. Today, the bank is owned by 22 shareholders, has four locations—Keystone, Marengo, Center Point, and Pleasant Hill, Iowa—approximately 25 employees, and \$90M in assets.



CHALLENGE

It was time for Keystone Savings Bank to find a new IT partner. With increasing attention to security issues, Keystone identified a must-have list for their IT needs:

- Knowledge of the banking industry
- Understanding of the regulatory issues facing banks
- Strong technical skills
- Consistency in personnel
- A robust product offering
- Uncompromising attention to security

With four locations they also needed an IT partner that could soundly connect them and provide the communication and networking they required to work efficiently and effectively. And those systems needed to be secure.

“Locknet understands our core system and IT needs. We have a great relationship with them, and having them as my IT partner gives me peace of mind. I don’t have to stay awake at night because I know they are.”

Cameron Miles, President/CEO
Keystone Savings Bank



SOLUTION

“IT was a shared responsibility between me and our Cashier—we didn’t have an employee dedicated to managing our IT,” said Cameron Miles, President/CEO of Keystone Savings Bank. “Having a fully managed IT services program made perfect sense for our bank.”

Keystone became aware of Locknet through peer groups and Community Bankers of Iowa events. An important part in their decision to choose Locknet as their IT partner was visiting Locknet’s Support Center in La Crosse, WI. “Seeing their operation in person and meeting the people who we would work so closely with was critical to our decision,” Miles said.

Keysuite is Locknet’s fully managed IT Services offering and what Keystone selected. Miles particularly appreciates the thorough tracking system Locknet has for customer support calls. “Everyone who has called Locknet’s Support Center has had very positive experiences,” he said. “The Support Center staff work on our issues immediately and get the problems solved.”



RESULT

What is Miles’s favorite part about having Locknet as Keystone’s IT partner? “It is the quick response we get from them no matter what the question is,” he said. “Particularly when I asked for materials pertinent to our FDIC safety and soundness exam—they provided everything we needed. Our Cashier works closely with examiners and she enthusiastically said after one exam that Locknet was worth every penny!”