



## Southern Hills Community Bank

*Gets knowledgeable help and support from Harland Technology Services*

Southern Hills Community Bank needed a true partner to ensure critical branch functions operated smoothly. Harland Technology Services provides that partnership so they can deliver banking services today—and tomorrow.

### Challenge

Southern Hills Community Bank (SHCB) was founded in 1884 to serve the Southern Ohio area, with branches in Leesburg (headquarters), Lynchburg, and Greenfield. They are a community bank, offering personal and commercial services such as checking, savings, mortgage, and car loans.

Originally, SHCB worked with Harland Technology Services (HTS) to provide hardware maintenance. When their network support vendor started becoming less responsive to their needs, they reached out to HTS for help.

“Our HTS Field Service Technician mentioned that they could also handle our network support in conjunction with hardware needs, so we decided to make the change. We have always liked our technician and trust him,” says Lindsay Hammond, Vice President, Information Technology.

SHCB moved to consolidate their network support and hardware maintenance with one partner.

***Enter Harland Technology Services (HTS) Managed IT.***

### Solution Snapshot

*Partner who provides complete managed IT package*

*Hardware and network support*

*Managed print services*

*Purchasing and procurement*

*Expert account team*

***“Our Regional Service Manager and Field Service Technician have become an extension of our team and we all look forward to their visits onsite.”***

*Lindsay Hammond, Vice President, Information Technology  
Southern Hills Community Bank*



***“The service is great and everyone is very responsive and knowledgeable. We know we are going to get what we need with HTS...you always speak to someone who listens to your needs and wants to help you find the best solution.”***

*Lindsay Hammond, Vice President, Information Technology  
Southern Hills Community Bank*

## Implementation

HTS delivers complete and thorough support for today's financial institution needs. “HTS has always made sure we stay in compliance with all of our hardware and software. They have also assisted me with IT Audit findings by giving their recommendations on any topic.”

SHCB quickly expanded services. In addition to managed hardware and network support, they're using HTS MPowerPrint to manage printing costs by using our secure, innovative printer monitoring software. The solution delivers pro-active printer service, toner replenishment and strategic fleet planning on a cost-per-page basis and supplies customers with real, tangible data about their print fleet.

“One of my favorite services is Managed Print Services,” says Hammond. “Since moving to this

solution, we are saving money on our toner costs and I don't have to do any asset tracking on our printer fleet. It's all done automatically and everyone in the MPS department is incredibly knowledgeable.”

HTS goes beyond a standard vendor relationship. “HTS also has been great helping us with our merger activities.” Hammond notes. “They put in the extra effort to make sure everything goes smoothly on merging infrastructures. Even if we are having an issue with another vendor, HTS will step in and get us back on track.”

Harland Technology Services is proud to help this successful community bank operate more efficiently using our Managed IT and Managed Print services.



**Optimize your business IT  
solution options TODAY!**

For a free consultation to meet your organization's goals, call **800.228.3628** or visit **[www.harlandts.com](http://www.harlandts.com)** to learn more.

## About Us

Harland Technology Services provides managed print and IT services you can count on. Our nationwide team of experts provide full-service packages and à la carte options to be your IT team or to support your current staff. HTS solutions meet you where you are and help you get to where you want to be.