

# Tompkins Financial

## Diversified Financial Services Company Selects FirstLight as Technology Partner for New Headquarters



### CHALLENGE

With roots tracing back to 1836, Tompkins Financial's focus has always been on helping clients achieve their financial goals while providing the highest level of service. Though their objective has remained steadfast, the company has evolved and grown over the years, with 65 banking offices that currently serve New York and Pennsylvania. When Tompkins Financial approached FirstLight about their new headquarters project, they had 7 smaller office locations in downtown Ithaca that they wanted to consolidate into one central location. They sought to make their new headquarters a state-of-the-art facility, including the adoption of cutting-edge collaboration technology using a Cisco-based architecture.

### SOLUTION

With Cisco-based technology high on the list of requirements for their new headquarters, Tompkins Financial needed a vendor that not only had a deep bench of Cisco expertise but could also be a company they could trust and partner with. As a Cisco Premier Partner and Tompkins Financial's trusted resource for Cisco voice and fiber optic connectivity since the early 2000's, the decision to select FirstLight was a natural choice. "We believe that FirstLight embodies the true definition of partnership," says Bill Steinmetz, Vice President IT Services Manager for Tompkins Financial, "they're solutions-oriented, easy to work with and have significant knowledge across multiple experts."

### EXECUTIVE SUMMARY

#### COMPANY:

- Tompkins Financial

#### INDUSTRY:

- Financial Services

#### LOCATION:

- New York & Pennsylvania

#### CHALLENGE:

- Tompkins Financial had 7 buildings in Ithaca that they wanted to combine into a single, technologically-forward headquarters.
- This project involved multiple vendors that Tompkins wanted to streamline the management of.
- Tompkins wanted to drive the use of collaborative spaces with a cutting-edge video conferencing solution to enable clients and staff to better communicate between their geographically dispersed offices and teams.

#### SOLUTION:

- Tompkins Financial selected FirstLight for a cohesive, Cisco-based solution due to their established partnership, trust and Cisco expertise.
- FirstLight designed and installed the foundation of Tompkins' new technological environment and managed the overall multi-vendor project.
- FirstLight installed Cisco TelePresence technology in several spaces throughout the new building to drive collaboration and communication across departments and offices.

#### RESULTS:

- Staff and clients in Tompkins' new headquarters have embraced the new, collaborative technology in their conference rooms and have seen increased productivity.
- The implementation of the new Cisco solution has helped Tompkins realize the potential to enhance the technology across their organization.

With FirstLight leading the charge on building Tompkins' new collaboration solution, additional vendors were engaged for ancillary components of the project in which FirstLight and Cisco did not specialize, such as interactive directory displays. To streamline project operations, Tompkins leveraged FirstLight's integration services, entrusting the overall management and execution of this multi-vendor undertaking to FirstLight's experienced project management team.

Working alongside Tompkins Financial's IT team, FirstLight led the design and installation of the foundation of Tompkins Financial's new technological environment, including Cisco core routing and switching, wireless access points, handsets and the accompanying voice applications. FirstLight also installed Cisco TelePresence technology in their 15 conference rooms, training center, and "all hands" space, allowing clients and staff to communicate and collaborate between office locations with ease, as well as an InformaCast paging system throughout the new building. In addition to the extensive suite of Cisco products, Tompkins Financial also leverages FirstLight's high-capacity, low-latency fiber optic network. The combination of FirstLight's advanced network and top-flight Cisco technology allows these connected devices to perform at peak efficiency, creating a seamless, connected experience for Tompkins Financial's users.

## RESULTS

Since implementing FirstLight's Cisco-based solution in their new Ithaca headquarters, Tompkins Financial has seen a high adoption rate across their organization. The collaborative conference rooms have allowed managers to easily interact with their geographically dispersed teams which has led to increased productivity. Tompkins Financial's innovative technology strategy will help them reach a new generation of customers, as they work toward their concept they call the "Branch of the Future." The goal is to foster a technologically-driven environment with access, whether in-person or remote, to all of Tompkins' financial service experts while providing the same caliber of service they've always been known for. The design at their Ithaca headquarters has encouraged Tompkins Financial to vision forward what's possible at their other locations.

## ABOUT FIRSTLIGHT

FirstLight's Advanced Technologies Group provides cutting edge, Cisco-based technology such as managed services, managed products, monitoring, hosted video conferencing, network evaluation, hardware from Cisco and more. FirstLight also provides a full complement of cost effective, high quality, scalable telecommunications services, including private line, high speed Internet access, data center, cloud, managed and voice services to retail and wholesale customers throughout the Northeast.