



CUSTOMER SUCCESS: BANKING

Top 10 US bank sticks with Compucom services through 30 years of mergers and acquisitions

Our strong relationship with two large banks facilitated their merger – and continues with the newly branded bank today

Overview

Mergers and acquisitions (M&A) bring many benefits, such as increasing market share, accessing new customers, and acquiring new capabilities, but they also carry risks. Compucom has several long-term financial industry customers who turn to us to facilitate their technology transitions as they face the challenges of M&A.

In 2019, two of our large banking customers merged. Our relationship with each began long before, one starting in the 1990s and the other in 2014.

This customer story explores how our relationships with both banks developed and expanded over time, benefiting both parties as they became the final brand and how our ongoing partnership with them continues to flourish today. We have consistently met or exceeded all requirements, and since January 2023 we have received stellar ratings for customer satisfaction and loyalty, with the highest possible ratings in the likelihood of continuing business and recommending us to others. This story includes three case studies illustrating how Compucom has helped them overcome specific challenges.

Customer Profile

Our customer is a top 10 US commercial bank headquartered in the Southern United States. In December 2025, they had total assets of more than \$540 billion. The bank operates over 1,900 branches in 17 states and DC, offering a wide range of products and services in retail and small business banking, commercial banking, corporate and investment banking, insurance, wealth management, and specialized lending businesses.





A Long History Together

Steadfast through multiple mergers and acquisitions

At Compucom, we take a highly customer-centric approach to providing managed services and technology, focusing on helping them reach their business goals. Rather than using us for one-off business, customers often engage us as their long-term advisors. The ability to adapt and remain a constant through our customer's multiple mergers and acquisitions is why we've continually won their business for over three decades.

How it all started

Our North Carolina-based banking customer's origins date back to the late 1800s. When we first started our work with them in the 1990s, they specialized in branch banking, operating mainly on the East Coast. We first won their business with a bid for IMAC (Install, Move, Add, and Change) services for their campus locations. Throughout the 90s, they had a policy of growth by acquisition. By the late 90s, they were in the top 24 largest bank holding companies in the US, with assets over 40 billion and 13,000 employees spread across 620 branches in seven states.

In 2003, they expanded the work for Compucom to include full deskside support. This gave us responsibility for all break/fix, IMAC, and server tickets for the campus and branch environments. We placed a dedicated team, including 80 technicians, administrators, and managers, throughout their branches to ensure continued operational excellence.

Expanding from deskside support to a robust print program

CASE STUDY

Challenge

In 2008, our NC-based customer used a mix of print solutions and wanted to standardize. They were considering a Lexmark print solution but worried that a new set of technicians would increase total on-site visits and interruptions at branches.

Solution

At that time, we had over 80 certified technicians dedicated to the bank. To leverage the expertise of the experienced Compucom technicians already in place, we proposed creating a third-party agreement with Lexmark to provide our technicians with the training and certification necessary for supporting our customer's Lexmark printer fleet.

Results

The Compucom-Lexmark partnership created an efficient and robust print program, leveraging experienced Compucom technicians our customer already trusted. Any additional interruptions at branches were minimized, as, in many cases, our staff combined branch visits for print support with other appointments and repairs. Our guidance of the bank to a streamlined print solution minimized disruption and saved them money.



An advisor to lean on during large-scale transitions

As our NC-based customer purchased regional banks over the years, our role expanded to include planning and executing the conversion activities and required technology refreshes.

CASE STUDY

Challenge

In 2009, our NC-based customer needed large-scale moves and technology refreshes for bigger merger and acquisition (M&A) efforts. In essence, each time, they needed to shut down one sizable business and stand up solutions for the new one over a weekend – a tight and unforgiving timeline. Disruption to the bank employees and its customers needed to be kept to a minimum

Solution

Due to their trust in our capabilities and our proven track record with them during previous, smaller acquisitions, they increased our role in their M&A efforts. We prepared detailed plans for transitioning from one brand to the next. Our team would often be onsite for 10 to 15 hours each day, deploying and testing refreshed hardware, working closely with Microsoft and our customer's onsite management to roll out and troubleshoot teller platform and devices within a 48-hour timeframe.

Results

Right up to the merger to become the new brand in 2019, our customer had three-year request for proposal (RFP) cycles and consistently awarded Compucom the work due to savings initiatives and their confidence in our onsite team. For over 25 years, Compucom remained a steadfast partner.

The beginning with another large bank

Our Georgia-based banking customers has a rich history in the Southeastern United States, with its earliest predecessor founded in the early 1900s. In 2014, it had 1,500 branches and a reported net income of over \$1.7 billion. During that year, they awarded Compucom all outsourced IT support for a five-year term. This included a full range of IT services rolling up to different internal stakeholders, including:

- Desktop, IMACD (Installation, Move, Add, Change, Disposal), and Voice over IP (VOIP)
- Server & Smart Hands
- Uninterruptable Power Supply (UPS)
- Citrix/Virtual Desktop Infrastructure (VDI)
- Device Lifecycle services
- Service Desk (offshore in Mexico)
- Refresh activities



Navigating the merger of two large financial institutions

The 2019 merger of equals between the two banks was complex and ambitious, entailing the integration of two large banking organizations with different cultures, systems, processes, and products — and creating a new brand.

CASE STUDY

Challenge

Until the very last day of the 2019 merger, the service desks for both organizations needed to operate while planning went on to merge them into one. The new leadership also asked for significant cost savings for support services.

Historically, our NC-based banking customer had always had an internal service desk and wasn't keen on offshoring a solution. The other bank used Compucom's service desk services based in Mexico. The leadership of the newly branded corporation wanted to find a solution they'd feel comfortable with that would meet the ASA KPIs and help them realize cost savings.

Solution

To rise to the challenge, Compucom merged both bank account teams, who then worked on a solution to meet the new brand leadership's requirements.

We created a service desk in Pune, India for them, retiring all services in Mexico (from our GA-based customer) and migrating them to India.

The service desk solution was part of a larger solution provided to our customer, which included deskside support and Device Lifecycle services. This allowed us to offer competitive pricing.

Results

The merger was completed at the end of 2019, creating a new top 10 US commercial bank. The merger was expected to generate many benefits for the combined company including enhanced scale, diversification, innovation, efficiency, and growth potential and was seen as a catalyst for further consolidation in the industry as it increased competitive pressure on other banks to become more technologically advanced.

Our service desk solution involves close partnership between our customer and Compucom, with our associates truly integrated into their environment. Compucom owns Level One services and their service desk agents operate at Level Two. We operate in their environment using their tools and systems, including their ServiceNow. The onboarding training comes from a mix of our customer's trainers and Compucom agents.



A Partnership Since 2019 and Looking to the Future

The service desk solution was part of a larger solution provided to our customer, which included deskside support and Device Lifecycle services. Compucom currently has a dedicated team of around 110 agents in Pune, India, and they're extremely customer-focused, receiving many positive reviews.

"I just wanted to write to say what a great experience I had with [Name of associate]. [He] was able to not only identify what was causing the errors in about minutes, but also had me back and fully functional in a total of 35 minutes. This was very important, as I am leaving for vacation tomorrow and it was critical to have these applications working on my phone."

– Senior Vice President, Texas Regional Manager

"[Name of associate] was able to determine what my issue was, isolate the problem, and succinctly guide me to a quick resolution. All within a few minutes! He was helpful, friendly and was able to provide supporting documentation to self-help, should the problem reoccur."

–Senior Principal Engineer Advisor

How we did it: 100% SLA attainment, consistently high NPS

Our Service Desk for our customer started with a small team of 15 in India starting in early 2021. The team was ramped up to 60 by the end of the year. The managed services portion of our solution went live in mid-2022. By July 2022, all service level agreements (SLAs) and key performance indicators (KPIs) were defined. All SLAs were met from day one, but we set our targets higher.

Times of transition bring many unknowns, and the focus must be on efficient troubleshooting. Even though tracking customer satisfaction score (CSAT) was not required during the transition, our team monitored it continuously and worked proactively to reduce language barriers, provide coaching on identifying customer sentiment, and bring in the WOW call element.

The goal of 80% first call resolution (FCR) was achieved in August 2022. An aggressive quality management system was introduced later that year, and Compucom's team achieved a 95% CSAT, surpassing the 90% target. Since January 2023, average handle time (AHT) has been stabilized at under 15 minutes and we've received consistently high Net Promoter Scores (NPS).

Compucom has over 30 years of history with the bank and its predecessors, but we never take our customers for granted. We'll continue to earn their ongoing trust as their technology partner, keeping their business outcomes as our focus.

