



## **Success Story – Apex Computer Systems and SunTrust Bank**

### **Customer Profile**

SunTrust Banks, Inc., with total assets of \$174.8 billion on September 30, 2008, is one of the nation's largest and strongest financial holding companies. Through its banking subsidiaries, the company provides deposit, credit, trust, and investment services to a broad range of retail, business, and institutional clients. Other subsidiaries provide mortgage banking, brokerage, investment management, equipment leasing, and capital market services. Atlanta-based SunTrust enjoys leading market positions in some of the highest growth markets in the United States and also serves clients in selected markets nationally. The company operates 1,692 retail branches and 2,506 ATMs in Alabama, Arkansas, Florida, Georgia, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, West Virginia, and the District of Columbia. In addition, SunTrust provides customers with a full range of technology-based banking channels, including Internet, PC, and Automated Telephone Banking.

### **Business Situation**

SunTrust Bank was looking for a way to streamline processes and reduce costs supporting their distributed environment. SunTrust's goal was to look for companies which had expertise in providing these types of services and establish a long term partnership. The distributed environment included service desk, end-user computing, on-site end user support across entire footprint, end user remote support, desktop and laptop hardware and software break/fix, server and network support for remote sites, install/move/add/change activity, depot services, and software packaging/distribution.

### **Solution**

SunTrust Bank awarded one of its Global Technology Partners and Apex a five-year contract to support their distributed environment with estimated call volumes of 50,000+ annually. Apex hired existing and additional services personnel which are deployed throughout the SunTrust environment, concentrated in the Southeast region of the U.S.

Apex also assumed responsibility for existing customer warehouse and depot facility located in Orlando, Florida. This warehouse supports rollout and integration of current and future IT technology supporting all Suntrust branch and office locations. The delivery model and go forward strategy is based on utilizing existing tools and best practices which is expected to reduce costs and improve levels of service over time.

### **Benefits**

- Single point of contact for all service requests, a true "One Operation Zero Defect" operation
- Reduce steady state costs, increase service levels
- Reduce total cost of ownership for SunTrust

### **About Apex Computer Systems Inc.**

Founded in 1983 by C. Philip Chen, Apex Computer Systems provides IT Lifecycle, support services, application development, managed services for Corporate, Mid-Market and Small business clients. The company maintains a national service workforce with the capabilities to plan, design, implement and support all categories of its consulting, infrastructure and lifecycle solutions offerings. Apex helps its client's leverage IT increase productivity, reduces costs and improves customer satisfaction. Apex has clients across a broad spectrum of industries.