**How to Relieve 6 Technology Burdens
and Improve Your Mobility, Telecom & IT**

Many banks struggle with technology challenges they don't have the time or resources to tackle. There is an option. Partnering with outsourced managed services experts can add the expertise and bandwidth your team needs, without adding costly, hard-to-find IT staff. Following are Mobility, Telecom & IT challenges many banks like yours face, along with ways to cut costs, optimize capabilities and enhance security.

1. High-Cost Telecom and Connectivity Services

If you're like most banks, you operate a large network connecting branches, corporate offices, data centers, ATMs and other assets. Legacy architecture often leaves institutions locked into rigid, high-cost carrier contracts. These premium connectivity expenses drain IT budgets and limit the agility needed to launch modern digital banking services quickly.

Your bank can relieve this burden by transitioning to technologies like Software-Defined Wide Area Networking (SD-WAN) and taking other actions. Rather than relying solely on expensive private circuits, SD-WAN intelligently combines enterprise fiber with lower-cost, diverse last-mile connections, dynamically routing traffic across the best available path while maintaining strict security and performance. This approach improves redundancy and resiliency, often increases available bandwidth and can significantly reduce connectivity costs. Depending on your specific needs and situation, there are likely a variety of other actions you can take and benefits you can enjoy.

2. Managing Too Many Devices, Plans and Service Providers

The decentralized nature of banking means supporting a large number of smartphones, tablets, routers and other assets across different areas. IT teams frequently find themselves drowning in operational clutter, juggling multiple regional carriers, distinct device lifecycles and fragmented data plans. This chaotic ecosystem increases overhead and creates significant security compliance blind spots you need to avoid.

To improve control, your bank can transition to managed mobility services, outsourcing device provisioning, staging and logistics to a single specialized partner. Banks gain positive operational changes through:

- Implementing global data pooling to eliminate individual carrier overage fees.
- Enforcing strict role-based device profiles via unified endpoint management.
- Standardizing hardware refreshes.

3. Dealing with Long, Complex Invoices and Billing Errors

Mobility, Telecom & IT invoices for financial institutions are typically very dense, often including scores or hundreds of pages filled with cryptic line items and hidden regulatory fees. Manual auditing is incredibly tedious and time consuming, causing banks to routinely overpay for disconnected lines, unauthorized features, inaccurate contract rates and other issues. It's costly and takes time your people don't have.

You can virtually eliminate this frustration by partnering with a team that provides expert Telecom Expense Management (TEM). They analyze invoices, code them, resolve errors and inappropriate charges and relieve you of a major headache.

4. Evaluating the Shift from BYOD to Corporate-Owned Mobile Devices

Bring Your Own Device (BYOD) policies initially promised cost savings but have introduced severe data privacy, security, compliance and legal risks for banks. Mixing personal use with sensitive financial data complicates regulatory adherence (such as SEC or FINRA record-keeping rules). Furthermore, wiping a departed employee's personal phone risks deleting private data, creating significant legal liabilities.

Shifting to a Corporate-Owned, Personally Enabled (COPE) deployment model resolves these compliance vulnerabilities. Your bank gains absolute authority over the device's operating system, ensuring secure, encrypted containers for financial apps. Transitioning to COPE delivers:

- Native compliance logging for all business communications and text messages.
- Immediate, risk-free remote wiping of lost hardware or terminated employee devices.
- Leverage for bulk corporate hardware discounts, offsetting the initial capital expense.
- Lower total cost of ownership in many environments by replacing monthly BYOD reimbursements with optimized corporate wireless plans, bulk device purchasing and ongoing carrier optimization.

5. Navigating Rapidly Evolving Technology Platforms and Vendor Ecosystems

The rapid acceleration of 5G, edge computing, AI integration and cloud-based architectures presents a constant moving target for banking IT executives. Trying to build internal expertise and bandwidth for every emerging technology platform strains resources and leads to integration paralysis. Your bank risks falling behind nimbler fintech competitors if your underlying telecom and IT structures cannot adapt.

You can address this by partnering with an outsourced managed technology provider who has both the expertise and resources to seamlessly plug in new capabilities efficiently and economically. This strategic agility allows your bank to:

- Future-proof infrastructure by choosing vendors that support open industry standards.
- Accelerate cloud migration timelines using pre-vetted carrier cloud exchanges.

- Adopt emerging technologies faster – such as AI, cloud communications and advanced security platforms – without costly infrastructure redesigns or vendor lock-in.

6. Frustrated with Vendor Management, Support Responsiveness and Accountability

Managing a network of telecom carriers, device sellers and service providers often results in a culture of finger-pointing when issues occur. This can cause critical downtime for your bank's vital services and capabilities. The lack of centralized accountability severely delays issue resolution. Vendors playing the blame game and delivering poor support responsiveness can significantly disrupt your operations, harm customer trust and stretch internal helpdesks to their limits.

You can relieve this frustration by outsourcing vendor management and issue resolution to a single partner who has the right expertise, resources, connections and influence to make things happen sooner, rather than later. As a result, your bank can enjoy higher vendor accountability and responsiveness by letting your partner do the leg work and rattle the cages, while you take care of your customers and run your bank.

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