



viaVerio Partner Success Story: The Edcomm Group Banker's Academy

Verio Solutions Pass Every Test – Year After Year – at Banker's Academy

In education and financial services, the web has entirely changed the way services are delivered. The Edcomm Group Banker's Academy bridges both those industries, with online learning for over two million financial industry professionals around the world.

Even before the Internet age, Banker's Academy was one of the first to offer distributed, computer-based training. Now, it delivers more than 100,000 eLearning topics with training in areas such as compliance, AML, teller, corporate banking and system simulation. These courses are available in English, Arabic, French, Spanish, Portuguese, Chinese and many more, via the web for professionals at over 2,000 financial institutions in over 50 different countries!

Banker's Academy has built a reputation as a premier educator in the industry, driving significant growth. In an average week, the company acquires dozens of new clients. Continuously increasing traffic, along with rich media delivery formats and around-the-clock operation, require a rock-solid platform.

"We are ultimately a service business. Performance and uptime are critical for us," said Clifford Brody, founder and CEO of Banker's Academy. "People are taking training online, and if they can't get in, we can't serve them."

Downtime directly impacts the company's bottom line; Banker's Academy refunds clients if the system is less than 99.9 percent available.

Powerful, Secure Servers

Banker's Academy offers courses through its own sites, and through custom sites that it hosts for clients. In total, the company delivers training across hundreds of different domains.

Effectively since day one, the company has trusted Verio as its hosting partner. To validate its decision, the company performed extensive research and testing.

"We turned to Verio at the very beginning and have never looked back," said David Shapp, partner & senior vice president. "We found Verio to be the ideal server to host everything we need while supporting our growth. Verio's powerful, secure servers are crucial for the eLearning programs that we deliver to clients all over the globe."

At times, Banker's Academy must ramp up sites for new clients rapidly in order to enable employee training before specific deadlines. The speed at which the company can begin offering courses impresses clients.

"It's a tremendous benefit that we can deploy a new server or web site within hours for brand-new clients," Brody said.



Challenge

Deliver on high service-level standards with banking clients with a secure, scalable hosting platform.

Solution

Verio Signature Solutions
Verio Virtual Private Server Solutions
Verio Windows Managed Private Server Solutions

Results

- Banker's Academy ramps up training sites for new clients within a few hours.
- SAS70 certification reassures Banker's Academy and its banking industry clients.
- The company's learning management system, Learning Link®, also received a SAS70 rating.
- Verio solutions have demonstrated the 99.9 percent availability required under Banker's Academy client agreements.



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► *David Shapp, Partner & Senior Vice President*

SAS70 Certified Security

By nature of the financial industry clients it serves, Banker's Academy scrutinized the level of security on Verio solutions.

"The most important thing to our clients – mostly banks – is the security of our solution," Brody said. "We can't get by with cheap collocation or host sites on our own. It's very important to us to have the strength and security of the Verio network behind us."

Verio solutions continue to pass independent evaluations. Most significantly, Verio achieved third-party validation under the Statement of Auditing Standards No. 70 (SAS70) Type II certification.

"We provide clients a copy of the SAS70 audit on Verio," Brody said. "It's important that clients know we're with a top hosting partner that's well respected in the industry. In our 22+ years of experience, we have never had a security breach!"

The company's Learning Management System, Learning Link®, also received a SAS70 rating and has been acknowledged for its high-uptime, ultra-sensitive student data, and backup capabilities.

Additionally, Banker's Academy and its clients perform regular penetration testing. Hundreds of third-party testing services have hit Banker's Academy servers and "all passed with flying colors."

99.9 Percent Availability

The company uses multiple Verio solutions, including Signature Solutions, Virtual Private Server Solutions and Windows Managed Private Server Solutions. Over time, as needs have changed, Banker's Academy has migrated to different Verio options.

"Scalability is huge for us as we expand our client base and number of courses. We pride ourselves in offering our clients no limitations on the number of concurrent users," Brody said.

Banker's Academy sites serve up 100,000 to 200,000 topics every week, most of which are rich media such as Flash or video. Verio servers stand up to traffic spikes that occur as deadlines for training near, especially in the areas of compliance and AML training. At the end of each quarter and year, thousands of students go online to complete training within the required timeframe.

To date, the company's servers have demonstrated the 99.9 percent availability required under service-level agreements with clients, keeping clients and their employees happy and protecting the bottom line.

Partnering for Future Growth

As a Verio partner, Banker's Academy staff, clients and students receive responsive support from Verio. Brody finds Verio support staff very knowledgeable and dedicated to solving problems before they impact client service.

About The Edcomm Group Banker's Academy

The Edcomm Group Banker's Academy is a 22+-year-old multimedia education and communication consulting firm specializing in the development of creative business solutions that improve productivity, customer service and market share - providing bottom-line results. The Edcomm Group Banker's Academy has had the privilege of assisting many distinguished clients with business solutions in the form of eLearning programs, classroom instruction, multimedia production and online and print based documentation. Edcomm Banker's Academy offers many off-the-shelf and customized courses such as Teller Training, Compliance Training and Systems Training specifically designed for Banks, Credit Unions and Money Services Businesses (MSBs).

The Edcomm Group Banker's Academy (www.bankersacademy.com) is headquartered in New York City with locations and representation throughout the world.