



NORTHRIM BANK: **Private Network Upgrades Improve Speed and Security**

Overview

Northrim Bank opened the doors of its first branch in a rented trailer over 25 years ago, with just 21 employees. Now, Northrim serves the state of Alaska with 25 locations and more than 425 employees, striving to be Alaska's most trusted financial institution.

The Problem

Like many Alaska businesses, Northrim started from humble beginnings in a single location. As the bank grew in size and complexity, so did its network needs. Northrim needed a network solution that would scale with its business, enhance performance and security, and maintain reliability.

Prior to partnering with GCI, Northrim's network was comprised of fractional T1s, each with no backup connection; there was no secondary path to the bank's disaster recovery site; circuit failures and outages happened at least once a month—weekly, at some branches. The bank's primary datacenter was poorly located, putting the bank's entire network at risk. Additionally, the disaster recovery site lacked viable recovery capabilities, so Northrim may not have withstood a disaster of any magnitude.

Northrim needed a provider that could deliver a sophisticated network that enabled the bank to offer secure and reliable services to its customers.

The Solution

GCI replaced legacy, copper-based, frame-relay circuits with a diverse virtual private LAN service network running over high-speed, low-latency fiber, and delivered flexible commercial-grade internet to all Northrim Bank locations. GCI understood how to best tackle the logistics of this project, skillfully overcoming challenges unique to the 49th State, such as: adverse weather, diverse connectivity, existing infrastructure, permitting, and licensing.

“What differentiates GCI is how they rise to challenges, and prove that relationships are forged from adversity.”

—Benjamin Craig, Northrim Bank EVP and Chief Information Officer

Near the end of the network upgrade, Northrim faced a new challenge: relocating its primary datacenter. Northrim’s current datacenter had insufficient power, physical security, and space. GCI proposed a creative and cost-effective solution, allowing the bank to successfully migrate their primary datacenter with no adverse customer impact.

The Results

Just a few months after completing the datacenter migration, Northrim Bank experienced a real-world disaster event, but with credit to its new network, it took less than 15 minutes to recover full operations, from Anchorage to Fairbanks.



Since 2010, Northrim has seamlessly weathered other network outages from its branches across Alaska and Washington. With GCI as their trusted vendor, Northrim has continued to grow, allowing them to serve more Alaskan communities with the technology customers need to thrive. To Northrim Bank, GCI means business.

Northrim Locations Across Alaska



2550 Denali St., #1000
Anchorage, AK 99503
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gci.com/business

