

TAYLOR COUNTY BANK CASE STUDY

Taylor County Bank (TCB) is the only locally owned and operated financial institution in Taylor County, Kentucky, with roots tracing back to 1914. Founded in 1937, it is a community-focused bank located in Campbellsville, KY. It offers a full range of services, including personal/business loans, and digital banking.



Client Overview

Taylor County Bank (TCB) is a community-focused financial institution with three branches: Main Branch, Central Branch, and Green River Branch as well as multiple ATMs across Taylor County. The bank is led by Jim Miller, a fourth-generation president, alongside other tenured local leaders including an outsourced CIO who plays a role in shaping the bank's IT strategy.

Challenge

As TCB continued to expand its digital banking services and physical footprint, the leadership team recognized the need for:

- A reliable IT Managed Service Provider (MSP) to oversee day-to-day operations.
- Enhanced security solutions to protect customer data and financial systems.
- A modernized voice and communications platform for staff collaboration and customer interaction.
- Infrastructure upgrades to improve efficiency, resiliency, and disaster recovery.

Solutions Delivered

Unified Technologies partnered with Taylor County Bank to implement a comprehensive IT, communications, and security strategy, including:

- Voice & Collaboration:
 - Migration to Dialpad cloud phone solution, onboarded and supported by Unified.
- Cybersecurity & Compliance:
 - Multi-factor authentication deployment.
 - Arctic Wolf Managed Detection & Response (MDR).
 - Firewalls and Tenable licenses for vulnerability management.
- Infrastructure Modernization:
 - IT MSP
 - File server migrations for TCB and Best Financial Services.
 - VMware to Hyper-V migration.
 - Fortinet switches and Ubiquiti cloud controller implementation.
- Data Protection & Continuity:
 - Datto Business Continuity and Disaster Recovery (BCDR).
 - Cloud storage solutions.
- Enterprise Surveillance Solution:
 - Hanwha NVR Technology deployed at all locations.
- Connectivity & Network Services:
 - Partnered with Airespring to provide circuits to multiple branches, web portal, autoticketing solution, improved performance and better uptime

Results

Through its long-term partnership with Unified Technologies, Taylor County Bank has modernized its IT infrastructure, strengthened security, and positioned itself for continued growth while maintaining the trusted service their community has relied on for generations.

- A secure, resilient IT environment capable of meeting banking compliance requirements.
- Simplified communication across branches with a modern cloud-based phone system.
- Strong disaster recovery and data protection posture.
- Improved visibility and proactive defense with MDR
- Enhanced physical security through surveillance integration.
- Reliable network connectivity across branches.