CCDE Story – Nacho Daddy Financial Corp. (NDFC)

Story Focus, highlight all that apply:
Merge/Acquire   Divest   <mark>Tech-Insert   Scale</mark>

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Nacho Daddy Financial Corporation (NDFC), an independently owned corporation, is a leading provider of comprehensive title insurance protection and professional settlement services throughout the United States. Established in 1935, the company employees more then 12,000 workers today, and its services are delivered via a 200 branch network throughout the US and Latin America. NDFC services more then 50,000 customers. They have a centralized Data Center Location in Irvine, California and a disaster recovery Data Center Located in Dallas, Texas. The 2 Data Center's communicate over their existing MPLS network. At each of the Data Centers they also support Campus based users as well. Their contact centers are located in Dallas, Texas (200 Agents) and Santiago Chile, (120 Agents). Their business is growing at an exponential rate, and continually signing new customers. They are projected to open at least 60 more Branch's within the next 2 years.

To keep this large, dynamic organization running smoothly, employee's rely on a variety of centralized network applications including corporate financial systems, and the basic business applications used to manage insurance and escrow services. They employ a personal touch allowing their customers the flexibility to drive into the office or discuss options virtually. With so much depending on the network, the company cannot afford any type of extended loss of service. NDFC utilizes a managed Service provider to manage their 200 branch infrastructure since they have a very lean IT staff. Their staff is very knowledgeable in all aspects of network architecture and support, yet only have 2 Network Engineers on staff. Nacho Mammas WAN consist of an MPLS L3 network with ISDN PRI links at each location for backup. The MPLS bandwidth of the sites differ based on the user counts at each office. The bandwidth ranges from fractional T1 bandwidth 1024K up to DS3 (45Mbps) speeds for some of the larger sites.

The Director of IT has received constant calls from the business unit complaining of application performance across the board in all regions. In addition to the performance issues he has been tasked with looking for an alternate solution to their aging PBX system that is going end of support within the 6 months. He has been instructed by the CTO that they have a large budget for new equipment but wants to keep monthly operational costs to a minimum. He also informs you that the ISDN costs are very high some months, and wants to look at either removing them or looking at alternate solutions.

The existing PBX solution is at least 14 years old, has been working for them reliably for the first 12 years, but the past 2 years it has had some issues in regards to resiliency and reliability. It also lacks some newer features that have potentially come out throughout the years. The business is open to looking at newer features as long as it streamlines their business or makes their employees more productive. IT and the Business Unit are open to IP based PBX systems as long as a fully geographical redundant solution can be designed. This new PBX should support the contact center in Chile and Dallas. The Chile location has 2 revolving shifts and field over 7,000 calls a day. The Dallas location has a single shift that runs from 9am-5pm and fields around 8000 calls a day. In addition to fielding calls they run call campaigns to existing customers informing them of new promotions and services.

Nacho Daddy retains confidential customer information (in the form of social security #'s), within their databases, and touts their highly secure environment within the industry. The business believes their reputation of being a secure company is very important for their brand, and any type of breach or virus outbreak is unacceptable. They do not want their name in the Newspapers unless its positive publicity. NDFC has network security systems in place, but most of the solutions had been deployed several years previously, and had not been implemented as part of an overarching security effort. They would also like lock down the network's remote access links that outside vendors use to support various applications and services. One of their larger concerns is limiting anyone from inappropriately accessing sensitive areas of the network. Nacho daddy employees 1 IT Security Engineer to handle all the Policy and management of security devices.

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