nexustek | SouthEast bank

SOUTHEAST BANK CASE STUDY

SouthEast Bank Strengthens Security and Infrastructure with NexusTek Private Cloud

Banking on Trust: Six Years of Partnership

SouthEast Bank CIO Jeff Gibbs oversees the bank's technology infrastructure—from branch connectivity to hosted data centers—while CISO Joe Littleton leads security and business continuity. Together, they keep systems secure, compliant, and available to customers 24/7. For over six years, NexusTek has supported that mission as a trusted partner.

The Challenge: Compliance, Control, and Cost in a Regulated Environment

As a federally regulated financial institution, SouthEast Bank faces demands that public cloud alone cannot meet. Regulators require strict controls around third-party risk documentation, audit-ready SOC reports, and clear data sovereignty. At the same time, the bank needed the flexibility and ease of a modern cloud model—without compromising security or control over sensitive customer data.

Public cloud platforms offer push-button convenience, but a one-size-fits-all model doesn't meet the bank's compliance, security, and performance requirements. CISO Joe Littleton needed an IT partner that could help meet this challenge while operating at the same high standards the bank holds itself to—reactive vendors were simply not an option. That's where NexusTek came in.

> **"In banking, compliance and operational readiness are not optional. They're part of the job. NexusTek gets that. They understand what regulators expect, they're familiar with the audit process, and they're always ready to provide the documentation and support we need."**
>
> **— Joe Littleton**
> Chief Information Security Officer, SouthEast Bank

> **"NexusTek is a true partner to SouthEast Bank. Their engineers are an extension of my team—and they've always come through."**
>
> **— Jeff Gibbs**
> Chief Information Officer, SouthEast Bank

Challenges

- Meeting stringent third-party risk and audit requirements
- Managing infrastructure across multiple hosted data center environments
- Scaling quickly to support new business initiatives and growth
- Ensuring security and compliance standards match those of a regulated financial institution
- Reducing internal FTE load while maintaining delivery quality and control
- Avoiding the one-size-fits-all limitations of public cloud

Services Delivered

- NexusTek Private Cloud – hosted virtual desktops and applications
- Dedicated private cloud infrastructure with custom connectivity
- Hosted application management and server migrations
- Security implementation and ongoing compliance documentation
- **24/7** remote hands and data center support
- SOC reporting and audit preparation
- Backup and disaster recovery with **99.99% uptime SLA**

The Solution: NexusTek Private Cloud

NexusTek Private Cloud combines the flexibility and ease of public cloud with granular control and customization the bank requires—all backed by a high-touch service model. The result: enterprise-grade infrastructure without the overhead of building and managing it in-house.

NexusTek's private cloud delivered exactly what was needed:

- **Financial predictability:** Transparent, fixed-cost billing simplified budget management and eliminated unexpected expenses—giving the bank full visibility into its IT spend.
- **Security and compliance:** Tier 4 or 5 rated data centers ensured services remained fault-tolerant, reliable, and highly available. All required SOC reports and audit documentation were maintained to meet regulatory standards with no audit issues related to NexusTek identified throughout the six-years relationship.
- **Granular control:** Fine-grained configurations and direct integrations with existing systems met stringent security and privacy standards without compromise—unlike public cloud.
- **Hybrid cloud integration:** Seamless interoperability connected hosted workloads with on-premises infrastructure and legacy systems, supporting a smooth operational environment across the full IT estate.
- **Backup and disaster recovery:** A 99.99% uptime SLA improved business continuity while keeping data and operations secure—critical for a bank where downtime is simply not an option.
- **Cloud migration support:** A smooth, well-managed transition minimized disruption, and NexusTek's 100% migration success rate gave the bank confidence to move critical workloads—including virtual desktops, hosted applications, and server environments.

A True Extension of the Bank's Team

NexusTek's engineers became a trusted extension of SouthEast Bank's internal IT team, delivering a level of dedication, expertise, and service other providers couldn't match. With 24/7 availability, deep application knowledge, and strong commitment to timelines, the bank stayed on budget, controlled costs, and reduced internal FTE burden—all while competing with much larger institutions.

Learn more at nexustek.com.

> **"With NexusTek, we're able to have a private cloud experience where we have more control over our data and our infrastructure. That's a much more personal touch on the whole platform."**
>
> **— Jeff Gibbs**
> Chief Information Officer, SouthEast Bank

Outcomes

Reduced internal IT headcount burden through leveraged engineering resources

Full data control and custom configurations not available on public cloud

Ability to compete with larger institutions through enterprise-grade private cloud

Transparent, predictable IT costs with fixed-cost billing

On-time, on-budget delivery across multiple implementation projects

About SouthEast Bank

SouthEast Bank is a community financial institution dedicated to its customers' financial futures. The bank leverages enterprise-grade technology to deliver secure, reliable banking services around the clock, partnering with best-in-class technology providers to serve its community.

About NexusTek Private Cloud

NexusTek Private Cloud combines the flexibility of public cloud with the control, security, and compliance capabilities that regulated industries require. With Virtual Private Cloud and Dedicated Private Cloud offerings, NexusTek serves organizations across a wide variety of IT strategies and regulatory environments. As a trusted technology advisor, NexusTek's expert teams become an extension of customer IT staff, delivering optimized costs, simplified compliance, and accelerated time to value.