



PenTeleData® Portraits

American Bank

A Shared Interest in Our Communities

When two businesses have a shared interest in the communities they serve, it's no surprise that a mutually beneficial relationship results. That's the story of American Bank and PenTeleData.

PenTeleData began in 1994 with the idea of providing high-speed data and Internet connectivity in Pennsylvania and New Jersey. In 1995, that vision came true. Our strategic partnership has invested more than \$300 million in fiber optic infrastructure with over 10,000 miles of fiber optic cabling that serves customers in all facets of life from their homes to business, including banking, healthcare, education, government, retail sales, and the wireless industry. Our commitment to the areas we serve, relationships with our partners and the personalized attention we offer each customer makes us more than just another network – it makes us part of the community.

American Bank, headquartered in Allentown, PA, is an FDIC-insured, locally owned community bank dedicated to serving customers in the Lehigh Valley for over 25 years.

PenTeleData is a Choice that Paid Off

When asked about why American Bank chose PenTeleData to provide their connections, including Dedicated Internet Access, Bob Turner, SVP/Chief Information Officer at American Bank explained, "We were in the planning stages of expanding our office locations and this provided us with an opportunity to research additional service providers not only because our needs were evolving but as a means to control costs. As an organization that is headquartered in the Lehigh Valley, being able to partner with other local businesses like PenTeleData further reinforces our commitment to the community we serve. After discussing our needs with PenTeleData, we quickly came to the realization that we could increase the bandwidth at our existing locations dramatically, provide that same level of bandwidth at our new location, and take advantage of competitive cost savings at the same time.

"All of American Bank's office locations communicate with each other over SD-WAN services. This creates a secure, private network for American Bank enabling seamless communications and collaboration for our team, no matter where they are working. As a financial institution, the security of our network is of the utmost importance but being able to have our team work effectively and efficiently across our network can also not be understated."

Service You Can Trust

Regarding service and reliability, he added, "Since migrating to PenTeleData approximately two years ago, we have experienced no recorded outages at any of our office sites. The reliability that this provides reinforces to



our team and our customers that we are consistently ready and available to service their needs.

"Having knowledgeable and helpful support staff is critical when collaborating with a service provider and anyone we have worked with at PenTeleData has always provided the utmost level of service. We are currently working on a project involving PenTeleData and two other vendors and the technical staff at PenTeleData designed and tested a solution that would provide American Bank redundant connectivity to a critical vendor. The work and input provided by the Sales Engineer and the support staff at PenTeleData has been invaluable to ensuring the success of this integral project."

A Deposit on the Future for Long Term Growth

Last, but certainly not least, he commented about the future relationship between PenTeleData and American Bank, and mentioned, "As American Bank continues to grow and more banking industry services become cloud based, it is evident that the demand for bandwidth will also increase. With the flexible fiber-based solutions provided by PenTeleData, we are confident that we will have the ability to expand in order to meet demand and remain at the forefront of our industry."

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