



CASE STUDY

Future-Proofing IT: Live Oak Bank's Network Upgrade

Live Oak Bank partnered with Katalyst to assess, refresh, and optimize its network infrastructure. Through a strategic roadmap and managed services, the bank improved network stability, scalability, and security while ensuring seamless operations.

CLIENT

Live Oak Bank

WORKING TOGETHER

With Katalyst since 2022

KATALYST'S ROLE

- Network analysis and roadmap development to assess infrastructure and provide roadmap for recommended changes
- Full-scale network refresh and redesign (both wired and wireless) to improve performance, reliability, scalability, and security
- Managed services to support network infrastructure, Office 365 and AV

Modernizing Live Oak Bank's Network

Live Oak Bank is a **financial institution specializing in lending and banking services** designed for business growth. Headquartered in Wilmington, NC, the bank prioritizes **technology-driven solutions** to ensure seamless operations, security, and efficiency. As part of its commitment to continuous improvement, Live Oak Bank sought **expert insight into its network infrastructure** to enhance reliability and scalability for future growth.



Project Goal

To gain expert insight into their network infrastructure to enhance reliability and scalability for future growth.

Executive Summary

Live Oak Bank partnered with Katalyst to assess and enhance its network infrastructure, leading to a **seamless 30-day transition** and a **comprehensive network refresh**. Katalyst's deep expertise and tailored recommendations **improved network stability, scalability, and security**, eliminating connectivity issues and enhancing overall performance.

Today, Live Oak has expanded their partnership with Katalyst to include managed services, AWS expansion, Office 365 support, and much more. "Katalyst is the company we trust for our network," says Matt Bosch, Senior Staff Network and Enterprise Observability Engineer at Live Oak.

Katalyst's Role

- **Network analysis and roadmap development** to assess infrastructure and provide roadmap for recommended changes
- **Full-scale network refresh and redesign** (both wired and wireless) to improve performance, reliability, scalability, and security
- **Managed services** to support network infrastructure, Office 365 and AV

The Opportunity: Building a Future-Ready Network

Live Oak Bank, a Wilmington-based financial institution, prides itself on its robust technology infrastructure. As the bank approached the **end of the usable lifespan** of key network devices, its leadership saw an opportunity—not just to replace aging hardware, but to **strategically assess and enhance their network** for long-term growth.

“We wanted an outside perspective on the health and state of our network,” says **Matt Bosch, Senior Staff Network and Enterprise Observability Engineer at Live Oak Bank**. “We needed to decide on a refresh strategy that aligned with our future needs.”

To achieve this, Live Oak engaged Katalyst for a **Network Analysis Roadmap (NAR)** in Fall 2022, which provided **a comprehensive assessment and a plan** to optimize network performance, security, and scalability.

“They touched on things that we were doing well, things that we could improve, and also provided us a roadmap for the next 12, 18, 24 months,” says Bosch.

A pivotal recommendation from that roadmap was a shift to a **Software Defined Networking (SDN) architecture**, enabling centralized management, better visibility, and simplified operations across their growing environment.

Finding the Right Partner

With a roadmap in hand, Live Oak Bank sought a partner to execute the recommended upgrades. While they conducted a competitive review of other vendors, Katalyst stood out.

“They had already analyzed our environment, which gave them a clear advantage of course,” says Bosch. “But they came back with a better pitch and approach. They had a good perspective and understanding of not just our environment, but what it would take to migrate to a net-new solution.”

Partnering with Katalyst: The Process

Live Oak Bank officially signed with Katalyst for **managed services in July 2023**, launching an ambitious **30-day onboarding sprint**. The urgency of the transition meant the process wasn't without challenges.

"We moved fast—faster than Katalyst typically does for onboarding," Bosch explains. There were some initial bumps "due to our urgency, but in time we ironed out kinks and aligned on processes."

Despite the compressed timeline, Katalyst quickly adapted to Live Oak's needs. The engineers not only ensured a **seamless transition with no major user outages** but also tailored their approach to Live Oak's expectations and unique infrastructure requirements.

"Katalyst has been flexible, even addressing things outside of contract terms," Bosch adds. "Their engineers also take the time to learn and master new technologies when needed."

The Initial Outcome: Immediate Network Stability

- **Significantly improved network stability with minimal disruptions:** "We had a lot of connectivity issues before, but after the refresh and troubleshooting, those have been nearly eliminated," says Bosch. "The stability of our network has dramatically improved."
- **Commitment to resolving a persistent connectivity issue:** "Users were experiencing random disconnections. It took months to diagnose, but Katalyst stayed engaged throughout, ultimately helping resolve it."
- **Enhanced support responsiveness and ongoing network performance monitoring to better enable business demands.** Live Oak Bank now benefits from proactive support and monitoring, ensuring their network remains reliable and scalable, and allowing them to focus more on key business efforts.

Live Oak Bank Today: An Evolving Partnership

As Live Oak Bank's network has become **more resilient, scalable, and secure**, its partnership with Katalyst has expanded beyond core managed services to include **strategic guidance and ongoing infrastructure improvements**.

Key improvements:

- **Proactive, data-driven decision-making** for network infrastructure
- **Expanded collaboration** on Office 365, AV setups, and hardware procurement
- **Strategic engagements** for network enhancements and optimizations

"Their familiarity with our environment allows for targeted recommendations," says Bosch.

"We rely on them to fill gaps in key initiatives, including Office 365 support, AV setups, and implementation projects. We also use them as a reseller."

As Live Oak continues to scale, Katalyst plays a growing role in **identifying new opportunities for improvement**.



"We're involving them more in recommending new hardware, assessing aging infrastructure, and optimizing our setup. We're always looking for ways to leverage their services where it makes sense."

– **Matt Bosch, Senior Staff Network and Enterprise Observability Engineer, Live Oak Bank**

Bosch adds that Katalyst is consistently **meeting SLA response times and ensuring long-term operational success**.

Advice from Live Oak Bank

For other organizations considering Katalyst, Bosch emphasizes their deep knowledge, reliability, and trustworthiness:

“Katalyst is the company we trust for our network and broader technology needs. I know my network is in good hands with them supporting it and driving all our changes.”

“Their engineers are highly skilled and committed to projects. One of their team members on the project was described as the best network engineer East of the Mississippi or something,” he jokes. “But the guy knows his stuff inside and out, every detail. I’ve come to really appreciate everything that he brings to the table.”



Matt Bosch

Senior Staff Network and Enterprise Observability Engineer, Live Oak Bank



Ashley Wallace

Team Lead, Client Success, Katalyst



Sean Webb

Manager, Managed Services, Katalyst



Ryan Deckard

Consulting Engineer, Katalyst



Jill Raines

Senior Project Manager, Katalyst



Howie Feinsilber

Consulting Engineer, Katalyst



Jake Biles

Senior Account Manager, Katalyst



Yuri Mecca

Consulting Engineer, Katalyst

Ready to Strengthen Your Network?

If your organization needs a strategic partner for network infrastructure and managed services, Katalyst has the expertise to help. Book a call today to start the conversation.