

# Banking on Better Networks

How modernizing infrastructure empowered Hanmi Bank to fuel community growth and financial success

## Hanmi Bank

hanmi.com

- Founded in 1982 to guide and support Korean American immigrants
- Serves multi-ethnic communities
- 32 branches and eight loan production offices in nine states
- Offers retail and small business banking



### Challenges

- Outdated MPLS network
- Slow network speeds of only 10 Mbps
- High maintenance costs with complex billing
- IT team unable to deliver essential services

### Solutions

- [Lumen® Dedicated Internet Access](#) (DIA) for reliable, high-speed connections
- [Lumen® SD-WAN](#) for easy cloud management
- [Lumen® IP VPN On-Demand](#) for secure, scalable connectivity
- [Lumen® Managed Services](#) to strengthen security and enhance compliance

### Results

- Reduced telecom expenses by ~40%, saving \$1.2M annually
- Boosted network speeds across all branches
- Increased scalability for community growth



**~40%**

Reduction in telecom expenses

**99%**

Less billing paperwork

**\$1.2M**

Annual savings

## Challenge

### Outdated infrastructure hampers customer growth

Founded in 1982 by Korean immigrants, Hanmi Bank has been a guiding force in helping communities realize the American dream. With a mission to serve multi-ethnic communities nationwide, Hanmi Bank has always prioritized its customers' needs.

"We are dedicated to making sure our customers get everything they need to make their financial dreams come true," said Navneeth Naidu, Chief Technology Officer at Hanmi Bank. Naidu, who immigrated to the United States over 20 years ago with just two suitcases, embodies this mission and is committed to providing others with the same opportunities for success.

As Hanmi expanded, its outdated infrastructure became a barrier. Monthly telecom costs soared to \$160,000, and network speeds lagged at 10 Mbps. Managing 1,600 page telecom bills increased the risk of billing errors, highlighting the need for a robust and modernized network infrastructure to continue delivering essential community banking services and support customers' financial dreams.

## Solution

### Optimizing networks for high-speed banking

To support its diverse customer base amidst regulatory changes, market volatility, and evolving customer expectations, Hanmi Bank knew agility was crucial. They chose Lumen for its dependable and flexible infrastructure.

"We need to be able to turn on a dime, and Lumen gives us the ability to request new services at a particular location and their team will simply handle it," said Matthew Spero, SVP of IT Infrastructure.

Hanmi implemented Lumen® SD-WAN across all locations, transitioning from their legacy MPLS solution to Lumen® Dedicated Internet Access (DIA) for high-bandwidth connections and additional security features. This deployment allowed Hanmi to redesign and increase the bandwidth of their data center infrastructure with Lumen® IP VPN.

This transition consolidated multiple telecom services, resulting in lower costs and a streamlined six-page bill. Hanmi also gained a strong ally and partner committed to their success.

“Technology should never be a barrier, but a fast lane. Lumen is our trusted partner who has provided a fast track for our customers to access our services.”

— Navneeth Naidu

Chief Technology Officer, Hanmi Bank

### Lumen Solution Set

- [Lumen® Dedicated Internet Access](#)
- [Lumen® SD-WAN](#)
- [Lumen® IP VPN On-Demand](#)
- [Lumen® Managed Services](#)

## Results and Future Plans

### Unlocking potential with network innovation

Hanmi's transition from MPLS to Lumen® DIA significantly boosted network speed and resilience while simplifying management. By consolidating other vendors into Lumen, Hanmi achieved \$1.2 million in annual savings, translating to a 30-40% cost reduction.

Since implementing Lumen® DIA, there hasn't been a single instance of downtime, which is crucial for both employees and customers who depend on stable service for an efficient, user-friendly experience. "Being able to rely on the Lumen network being stable and diversely peered, allows our data to flow efficiently to become transparent to our staff," said Spero.

The faster, more flexible network empowers Hanmi to focus on offering customers new and enhanced services, making Lumen an integral part of their journey. As Hanmi's business evolves, their robust network will support their commitment to delivering on promises, helping customers realize their dreams and turn aspirations into reality.

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