



## Chesapeake Bank + INW Solutions Case Study: Webex Calling Migration and Security Modernization



Chesapeake Bank, founded in 1900 and headquartered in Kilmarnock, Virginia, is an independent community institution serving the Northern Neck, Middle Peninsula, Greater Williamsburg, and Richmond regions. As a century-old bank that treats technology as a driver of neighbor-to-neighbor service, Chesapeake Bank depends on reliable phone systems and a small, specialized IT staff. Maintaining an on-premises Cisco Call Manager and Unity deployment had become a growing burden as aging servers, rising maintenance needs, and limited internal capacity left the bank unable to undertake a major modernization safely. Facing the risk of service disruption and the need to improve security and audit readiness, Chesapeake Bank turned to INW Solutions to design and execute a phased migration to Cisco Webex Calling and to modernize its security and network foundation.

The project had three concurrent objectives:

1. Migrate mission-critical voice to a cloud platform
2. Preserve continuous service with no customer-impacting downtime
3. Strengthen security and audit posture to reduce operational risk

Chesapeake Bank did not have the internal capacity to lead a migration of this scale while maintaining day-to-day operations. The engagement required adjustments to administrative workflows, a structured pilot to validate both user and admin experience, and a phased, reversible cutover to minimize operational risk.

“ INW feels like an extension of our IT team. They are responsive, professional, and friendly. This is what stands out over other providers. I truly feel like INW wants what is best for us and provides us with the options to help us solve our business problems.

—Vinson Berry, Director of IT, Chesapeake Bank

## A Partnership That Mattered

INW already had a key advantage: a long-standing, trust-based relationship with Chesapeake Bank. For more than a decade we'd served as the bank's primary Cisco partner across voice, networking, and security. That history shaped the engagement as Chesapeake Bank wanted an embedded technical partner to own design, execution, training, and post-cutover support, and our engineering team stepped into that role.

"Working with Chesapeake Bank over the past decade has been a true partnership. From the beginning, our goal has been to serve as an extension of their IT team by providing architectural guidance, hands-on support, and long-term strategic thinking. We take pride in seeing the Bank succeed, and we are genuinely invested in their growth and modernization journey." —Tom Maurin, President, INW Solutions

## Approach

We executed a disciplined, engineering-led process to modernize Chesapeake Bank's environment with minimal operational risk:

01

### Discovery

Mapped Call Manager/Unity, carrier dependencies, branch workflows, and business-continuity needs to identify risks and constraints.

02

### Architectural validation

Confirmed Webex Calling met operational, regulatory, and resiliency requirements and designed a cloud-first architecture to reduce single points of failure.

03

### Pilot

Executed a controlled pilot to validate user experience, admin workflows, and cutover procedures.

04

### Phased migration

Sequenced reversible cutovers by risk and function to limit exposure and preserve continuity.

05

### Knowledge transfer & support

Delivered admin training, end-user onboarding, documentation, and a collaborative support model so Chesapeake Bank could operate and extend the new environment.

We also deployed Cisco ISE for wired/wireless access control, Cisco Umbrella for DNS protection, and completed router refreshes with warranty management to ensure a resilient foundation.



## Results and Impact

By validating the design and executing a structured pilot, we migrated in controlled waves rather than a single high-risk event. The engagement delivered measurable business and technical outcomes:

### Resiliency & risk reduction

Eliminated reliance on on-prem voice servers and reduced the server-maintenance burden, improving disaster-recovery posture.

### Business continuity

Phased, pilot-driven cutovers preserved uptime; no customer-impacting downtime was reported.

### Security & audit readiness

Cisco ISE and Umbrella strengthened control over wired/wireless access and DNS security, improving the bank's audit responsiveness.

### Operational efficiency

Increased mobility for users, simplified voice administration, and a smaller infrastructure footprint for Chesapeake Bank's lean IT team.

### Ongoing value

Knowledge transfer and our collaborative support model positioned Chesapeake Bank to pursue further security expansion (Secure Access) and rely on INW for long-term architectural guidance.

"Deploying Webex Calling has enabled our business to be more flexible and available. It has helped our mobile users stay connected to their customers and our internal support team communicate more easily with our customers. Deploying ISE has helped us secure our wired and wireless networks and satisfy our auditor's questions about unauthorized access," said Berry.

## The Lesson

For regulated organizations with lean IT teams, modernization must reduce operational burden rather than add to it. Our work with Chesapeake Bank demonstrates that a disciplined, engineering-led approach, combined with hands-on training and longstanding partnership, delivers cloud voice and security modernization while protecting uptime and audit readiness. The success of this engagement has positioned Chesapeake Bank to expand their security posture further.

Whether you're planning a Webex Calling migration, strengthening access controls with Cisco ISE, or preparing for your next audit cycle, our team can help you design a low-risk path forward.

"I'm happy to recommend INW Solutions for their consistent strong customer service, professionalism, and responsiveness. They respond quickly, communicate clearly, and work collaboratively with our team to solve issues that extend beyond our internal knowledge." —Vinson Berry, Director of IT, Chesapeake Bank

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 Email us: [info@inwsolutions.com](mailto:info@inwsolutions.com)

 Call Us: 757-563-3572

