

FOR ORIGIN BANK, RESILIENT INFRASTRUCTURE STARTS WITH KNOWING WHAT CANNOT GO DOWN

How one regional bank infrastructure leader thinks about stability, regulatory readiness, proximity and trust across a distributed banking environment.

STRATEGIC CONTEXT

For Origin Bank, infrastructure decisions are business decisions. They shape how employees serve customers, how branches stay connected, how ATMs remain available, how audits are supported, and how the organization protects trust across every market it serves. In a regulated banking environment, those systems need to be stable, secure, accessible and ready to support business operations every day.

THE CUSTOMER STORY

The operating reality

That is the reality Tay Tran manages every day. As Network Infrastructure Director for Origin Bank, Tran is responsible for the communication and infrastructure environment that connects the bank from the data center to its branches and remote ATMs.

His team supports the systems employees depend on to serve customers, while also balancing the expectations that come with operating in a highly regulated financial environment.

For Tran, the goal is straightforward: pursue operational efficiency wherever possible, but never at the expense of stability, security or the bank's ability to grow. Origin is continually looking for ways to enhance and optimize its technology environment while making sure the foundation remains reliable enough to support the business.



“We have to ensure our stability and security. In banking, that is a major role.”

Tay Tran
Network Infrastructure Director,
Origin Bank

Why resilience drove the infrastructure decision

Banking infrastructure carries a different level of scrutiny. Every decision has regulatory implications. Origin's IT environment has to support internal expectations, external audits, vendor oversight, physical security requirements, business continuity planning and disaster recovery strategy.

In that context, infrastructure cannot simply be “good enough.” It has to be stable, documented, secure, accessible to the right people and defensible under review.

That is one reason Origin moved critical infrastructure out of a smaller on-premises environment and into a larger regional data center facility. The driver was resiliency. A small in-house environment in a smaller market can only go so far, even with generators and internal maintenance. The bank needed a facility that could provide stronger backup power, better failover capability, more reliable environmental controls, physical security and room to expand.

CUSTOMER SNAPSHOT

Customer
Origin Bank

Industry
Regional banking /
financial services

Infrastructure leader
Tay Tran, Network
Infrastructure Director

Use case
Primary colocation
environment

Services
Colocation, connectivity
and power

DartPoints location
Shreveport, LA

Customer since
2013



“We can't be down as a bank that serves five states across 60 locations.”

Tay Tran
Network Infrastructure Director,
Origin Bank

WHY PROXIMITY AND PARTNERSHIP SHAPE INFRASTRUCTURE OUTCOMES

Why regional infrastructure matters

Origin has relied on the team behind DartPoints' Shreveport facility for several years. Today, that facility serves as the bank's primary data center environment for centralized on-premises equipment.

Tran described the role of the Shreveport facility plainly: "DartPoints is our primary data center environment in Shreveport. It houses the centralized on-premises equipment that supports what we do every day."

That role makes the relationship consequential. This is not a peripheral workload or a convenience site. For Origin, the Shreveport data center is part of the operating foundation behind the bank's day-to-day business.

Origin still maintains a hands-on IT model. The bank runs most of its infrastructure itself and values the control that comes with building and managing much of the environment in-house. As infrastructure becomes denser and more complex, the bank has to consider power, growth, support capacity and the internal resources required to keep scaling.

The role of trust and responsiveness

For Origin, the value is in the full operating context: power, connectivity, physical security, access, vendor flexibility, regional proximity and responsiveness when something needs to get done.

Connectivity has been especially important. Origin has changed internet service providers over time, and Tran said bringing those providers into the DartPoints facility has not been an issue. That carrier flexibility gives Origin room to make vendor decisions based on what the bank needs, rather than being constrained by the facility.

But Tran was clear that technology is only part of the decision. Responsiveness, trust and relationship quality matter because the provider becomes part of the bank's risk posture. If the bank cannot trust the person representing the facility, it becomes harder to trust the facility itself.

What mattered to Origin

- Resilient facility environment
- Regional proximity to technical staff
- Carrier flexibility
- Power and room to expand

Relationship factors

- Physical security and audit support
- Responsive account support
- Provider confidence under stress
- Ability to stay hands-on with infrastructure

“If we can't trust our rep, we can't trust our facility.”

Tay Tran
Network Infrastructure Director, Origin Bank

What other regional banks can take from Origin's approach

Vendor experience is not separate from infrastructure reliability. The way a provider handles small issues often signals how it may handle larger ones. When a bank is trusting a facility with critical infrastructure, responsiveness is not a soft benefit. It is part of the risk equation.

DartPoints
DATA CENTERS

DartPoints fits into Origin's strategy by providing the regional data center foundation that helps the bank stay resilient, secure and ready for what's next.