

USE CASE

Transforming Financial Services Communications: The POTS Replacement Revolution

A circular inset image showing a person's hand pointing at a computer monitor displaying financial market data, including a line graph and a table of numbers. The text "ANNUAL REPORT" is visible on the screen.

The Industry Challenge: Legacy Infrastructure Crisis

Financial institutions face a common crisis as traditional copper telephone systems fail with increasing frequency. When severe weather strikes or infrastructure ages beyond repair, the consequences cascade through operations—silencing customer service centers, disconnecting ATM networks, and compromising security systems.

The impact is devastating: customers lose account access, emergency cash withdrawals become impossible, and regulatory compliance suffers when fire alarm systems can't communicate with monitoring stations. These aren't just technical failures—they're threats to customer trust and operational continuity.

The Strategic Dilemma: Innovation vs. Disruption

Financial institutions face a difficult choice. Complete infrastructure overhauls demand massive investments—often exceeding millions—while requiring extensive downtime and staff retraining. Maintaining aging copper systems means accepting escalating costs exceeding \$100-150 per line monthly while gambling with reliability.

Traditional approaches force institutions to choose between financial prudence and operational excellence, creating vulnerability to the next infrastructure failure.



Solution: POTS IN A BOX® Technology



Advanced POTS replacement technology eliminates traditional trade-offs by delivering analog dial tone through cellular and IP networks without requiring equipment changes. Solutions like MIX Networks' 90X1 and 90X2 systems address critical needs:

Regulatory Compliance: UL 864 certification ensures fire alarm systems meet safety requirements while gaining superior reliability.

Operational Continuity: Battery backup and automatic failover maintain operations during power outages or network interruptions.

Financial Optimization: Monthly savings of \$50-100 per line redirect resources from maintenance to growth initiatives.

Enhanced Oversight: Real-time monitoring provides operational visibility legacy systems never offered.



The Industry Impact: Measurable Results

Institutions implementing POTS replacement report ATM uptime rising from the low 90% range to above 99%, service interruptions dropping by 80–90%, and easier regulatory compliance—maintaining continuity during conditions that once caused widespread failures, driving competitive advantage and customer retention.

The Strategic Advantage: Future-Ready Infrastructure

POTS replacement delivers immediate benefits without compromising flexibility. Institutions preserve legacy equipment investments while gaining enterprise-grade reliability and management capabilities. This enables incremental modernization, spreading infrastructure costs over time while maintaining uninterrupted operations. The result transforms vulnerability into resilience for sustained marketplace success.

Conclusion: Modernization Without Risk

POTS replacement delivers immediate benefits while preserving legacy equipment, adding enterprise-grade reliability and management. It enables incremental modernization, spreading costs over time and transforming vulnerability into resilience for long-term success.

