$200+ MILLION FEDERAL CREDIT UNION

Managed IT Services

Background and Challenges

With more than $200 million in assets, the credit union proactively seeks technology approaches that can help it stay on top of the industry's rules and guidelines, including:

> Secure, efficient communications and data transfer with its members or other financial institutions;

> A timely solution to address sudden disruptions and keep its critical business functions running during its transition to another email platform; and

> A new, effective email spam filtering service to replace the outdated service and optimize security.

Solutions

ATS quickly detected an interruption caused by the spam filtering service's platform transition, which resulted in email downtime for the credit union's staff. ATS implemented Mimecast as a more effective, user-friendly solution for email security, continuity, and management.

For a centralized approach to email security and management, ATS utilized:

> Exclaimer Mail Disclaimers - to populate individual users' signatures for consistency, branding, and regularly-modified banner ads.

> ZixGateway Email Encryption - to enable secure communications with the National Credit Union Association (NCUA).

For ongoing IT operations, ATS used:

> Bandwidth management – Riverbed to optimize Internet bandwidth capacity.

> Firewall and security devices – to maintain industry-specific security devices that connect the credit union with other financial institutions.

> Patch management – Shavlik to manage and update security patches, maintaining the credit union's compliance regarding secure information.

Results

The regular network and security projects have helped enhance security, communications, and member services.

> Mimecast Email Security delivered a user-friendly, simple yet secure email communications among internal staff and with institutions (NCUA, Federal Reserve).

> Riverbed helped reduce 80% of direct traffic to the Internet, avoiding unproductive bandwidth utilization.

Consistently meeting compliance and industry guidelines, the credit union continues to bring its members outstanding services and peace of mind knowing their critical information is safeguarded.

American Technology Services