

Case Study



InTouch Credit Union

A Desire to Serve Members Versus Manage Vendors Leads Credit Union to Implement a High Performance Network

InTouch Credit Union (ITCU) was spending a significant amount of time and resources managing multiple vendors and resolving issues with its network. Wanting to get back to its primary focus—its members—and create greater efficiency, the credit union turned to Fiserv, a long-time, trusted partner.



Tom Condos

Senior Vice President and
Chief Information Officer
InTouch Credit Union

The new network infrastructure resulted in better network performance, reliability and security and helped ITCU streamline vendor management and optimize internal resources.

Faced with the imminent expiration of a key vendor contract, and wanting to focus on serving its members and not managing vendors, ITCU opted to change its approach to network management by migrating to a Fiserv-managed MPLS-based network.

Building on the strength of its existing Fiserv relationship, ITCU consolidated its network operations and management with Fiserv. The primary reasons behind the credit union's shift in network strategy were its trust in Fiserv and the ongoing exchange of dialogue, knowledge and information between the two organizations.

"We have a long-standing relationship with Fiserv that is built on honesty and mutual respect," said Tom Condos, senior vice president and chief information officer for InTouch Credit Union. "When deciding to outsource network management, trust is critical and we knew we could trust Fiserv based on past experience."

Growth Demands Superior Performance

Over the course of a decade, ITCU grew from six to more than 20 branches. As a result, the credit union needed to replace its network to ensure better performance.



Client Profile

InTouch Credit Union (ITCU) received its charter in 1974, originally serving Electronic Data Systems' (EDS) employees in the Dallas area. Today, the credit union has grown to include 21 branches in five states, including its corporate headquarters in Plano, Texas. ITCU now serves more than 88,000 members across the U.S. as well as more than 20 countries around the world with assets over \$750,000,000.

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ITCU chose to replace its two data conduit circuits with the Fiserv-managed MPLS network, simplifying the complexity of the network and sharply reducing the associated expenses by approximately \$1,500 per month. The credit union also saw improvements in operations and availability. "System uptime improved significantly and availability has exceeded expectations," said Condos.

Security also was a key decision driver. "We wanted to leverage the expertise of Fiserv to ensure the security of the perimeter of our business—to have that second pair of eyes," said Condos. "I would recommend the solution to other financial institutions on the basis of its security benefits alone."

Better Use of Resources

"One of our objectives was to get everything into one bucket," said Condos. "We were serving as the intermediary between our core account processing platform, Portico[®] from Fiserv, our telecomm vendors and other suppliers—and this was wasting a lot of resources."

With the MPLS network and Managed Network Services from Fiserv, the credit union now has only one vendor relationship to manage, saving valuable management-level time and resources.

A key catalyst in the credit union's decision was the reduced time required by its IT department in resolving day-to-day issues. Prior to Fiserv, ITCU had to manage the security of several firewalls, which was a significant burden on the credit union's IT team, often requiring work to be completed after hours and on weekends.

Managed Network Services includes 24/7/365 coverage, which Condos estimates is saving the credit union approximately 10 percent of a senior full-time equivalent's time on a weekly basis. While 10 percent may not seem high, the senior-level manager is now able to focus on higher-value activities and more strategic IT initiatives, making the impact even more significant.

"It's like having two or three additional employees at a fraction of the cost."

Tom Condos

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No Impact a Good Thing

Providing high quality service for members is at the heart of a credit union's business and is a key measurement of success for any technology implementation. By implementing the Fiserv-managed MPLS network solution, ITCU gained seamless, uninterrupted service for its members. If a failure does occur at one branch, the fail-over process will take over seamlessly and transactions continue without interruption. The process is so seamless, even credit union staff will not notice an outage.

Challenge

ITCU wanted to implement a more modern and secure network solution that would allow it to consolidate multiple vendor relationships.

Solution

The credit union took advantage of its migration to a new MPLS network solution to implement Managed Network Services from Fiserv, resulting in a high-performance network and comprehensive 24/7/365 support.

Proof Points

With its MPLS network solution and Managed Network Services from Fiserv, InTouch Credit Union:

- Acquired an efficient, high-performance network platform
- Instituted a single-vendor relationship with Fiserv
- Optimized internal resource management

Connect With Us

For more information about Managed Network Services, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



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