TOTAL CARE IT PACKAGE SECURES AND OPTIMIZES COMMUNITY CREDIT UNION

MIGRATION AND BUSINESS CONTINUITY PACKAGES FROM DC PLUS

Labor Management Federal Credit Union is a typical community-based credit union that found themselves overwhelmed managing their day to day technology needs as well as network security and compliance concerns. Planning an expansion and new facility construction was creating an additional burden. Management was faced with the challenge of getting programs implemented to secure the CU, increase their operational efficiency and coordinate the construction and migration to the new location. The goal was to accomplish those things simultaneously, without jeopardizing customer service.

CEO Sherry Roberts was familiar with DC Plus through our reputation with other Credit Unions. She retained DC Plus to implement our Total Care Managed Service plan for Credit Unions and to assist with the technical design and implementation aspects of the new facility. All of this needed to be planned strategically and implemented seamlessly to avoid downtime or business disruption.

IT SOLUTIONS FOR CREDIT UNION MODERNIZATION

DC Plus immediately took action to ensure proper safeguards were in place to protect business operations while implementing standards to improve their end user experience. During the on boarding phase of the engagement, technicians deployed new security tools, configured and implemented disaster recovery plans, applied updates to core software and setup each end user with a help desk account. DC Plus experts quickly performed a security assessment and developed a plan to ensure safe operations as well as FFIEC compliance. A continuing process for patch management and security monitoring was configured to maintain high performance standards. As a result, a hardware replacement schedule was implemented, legacy software was identified and scheduled for upgrade and an end user awareness training program was designed and implemented.

Network Architecture & Design
DC Plus developed a strong working relationship with LMFCU and the building architects to ensure optimal network connectivity would be established and secure placement of the network and server infrastructure was available at their new facility. Dcplus helped management develop the infrastructure best suited to its business and growth plan and developed proposals to allow both facilities to operate for a period of time during the transition. This strategic planning ensured a smooth transition while maintaining business continuity.

Windows 10 Migration
DC Plus identified computers that could be upgraded and those that would need to be replaced to support Microsoft's modern desktop. The latest secure operating system, Windows 10 Professional, was deployed to all PCs, along with the latest Office 365 installations. End users now have fast modern desktops with the best collaboration tools and security available.

Network Optimization
DC Plus' Total Care package includes fully managed services to monitor and maintain peak network hardware and software performance. End-point patch and software updates are scheduled to avoid disruption during business hours. Critical network and digital assets are protected via robust disaster recovery operations along with AV and anti-malware scanning.

DC PLUS OFFERS FAST, PROFESSIONAL IT SUPPORT AND SERVICES TO LABOR MANAGEMENT FEDERAL CREDIT UNION AND ITS MEMBERS

DCPLUS

> DC Plus' Total Care managed services allow management to focus on the business of serving members
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> *DC Plus is very good to work with. Their response times are amazing. They are far more professional and competent than other so-called IT experts! We regret not having hired them sooner.*
>
> — Sherry Roberts, CEO, Labor Management Federal Credit Union

$27 MILLION

The amount of assets managed by Labor Management FCU, served by technology supported by DC Plus.

BENEFITS TO LABOR MANAGEMENT FCU FROM DC PLUS TOTAL CARE MANAGED SERVICES

IT SECURITY COMPLIANCE

DC Plus provides a secure path to compliance with FFIEC IT security guidelines. In addition to regular security audits, we work to develop and maintain best-practice IT security with robust network authentication and data access controls. Computers are maintained through routine patching and updates.

LOWER TCO

DC Plus helped the credit union streamline its IT operations and found ways to improve productivity through modern desktop solutions. Professional services, when combined with fast resolution to IT support issues, bring exceptional value to Labor Management FCU.

TO LEARN HOW TOTAL CARE MANAGED SERVICES FOR CREDIT UNIONS CAN ADD VALUE TO YOUR OPERATION, DOWNLOAD OUR IT SECURITY COMPLIANCE GUIDE.

DOWNLOAD THE GUIDE