

Case Study: Stabilizing the Storm: A Credit Union's Journey to Reliable IT Support

Where They Started

A regional credit union with five branches approached Alliance InfoSystems during a period of significant internal transition. At the time, their IT department consisted of three staff members, two of whom departed within six months of the support transition. This left the organization vulnerable, with limited internal expertise and growing demands for their IT infrastructure.

The credit union also relied on multiple third-party vendors for services like 24/7 monitoring and security awareness training, resulting in fragmented support and higher operational costs. Their infrastructure was aging, and they had recently acquired another small credit union, adding complexity to their IT environment.

Where They Are Now

Today, the credit union operates with a modern, secure, and scalable IT environment. They now benefit from a stable support structure that includes both dedicated and escalated resources, ensuring consistent and responsive service. Through vendor consolidation and the implementation of managed services, they have significantly reduced IT costs. Their infrastructure is now fully integrated, enabling seamless support for ongoing growth and acquisitions. Additionally, their audit readiness and operational transparency have greatly improved, positioning them for continued success and regulatory compliance.

How We Got Them There

Stabilizing Support with a Dedicated Resource

AIS deployed a dedicated resource to manage the credit union's unique IT needs. This individual was responsible for handling third-party application support, including password resets in core banking and lending platforms, and managing proprietary requests that typically fall outside the scope of general support teams. To ensure uninterrupted service, the dedicated resource was fully backed by Alliance's internal team for escalations. This hybrid support model allowed the internal IT team to concentrate on broader organizational issues while the dedicated resource focused on specialized tasks, ultimately enhancing operational efficiency and improving client satisfaction.

Enhancing Security and Reducing Costs

AIS implemented a comprehensive managed security solution that significantly enhanced the credit union's IT environment. This solution eliminated the need for costly third-party subscriptions by incorporating 24/7 monitoring and security awareness training directly into their services. Additionally, Alliance took over the integration and management of the client's server infrastructure, replacing the previous managed service provider. These changes not only streamlined operations but also strengthened the organization's overall security posture.



Modernizing Infrastructure

AIS led a comprehensive modernization of the credit union's infrastructure, beginning with a full refresh of all workstations to ensure up-to-date hardware and software across every location. As the credit union expanded through the acquisition of another institution with two additional branches, Alliance seamlessly integrated these new locations into the existing IT environment, managing Microsoft 365 and overseeing the server migration. To further enhance connectivity and performance, plans were also initiated to upgrade the aging wireless infrastructure, ensuring reliable and secure network access throughout the organization.

Empowering the Client Through Tools and Support

The credit union quickly embraced Alliance InfoSystems' client portal for submitting support tickets, finding it to be a user-friendly and transparent solution that streamlined communication and issue resolution. In addition to improving day-to-day operations, Alliance also supported the credit union through third-party and NCUA audits by providing comprehensive documentation and policy guidance. This assistance significantly reduced the burden on internal staff and ensured the organization remained compliant with regulatory requirements.

Ready to transform your IT infrastructure like our clients did? If you would like to learn more contact us at, www.ainfosys.com, send us an email at Sales@AInfoSys.com or give us a call at (410)-585-9505.