

Great NorthWest Federal Credit Union

Case Study

Great NorthWest Federal Credit Union improves IT uptime and maximizes staff and employee productivity by implementing 24/7 monitoring with TechTell's Outsourced Element Network Monitoring Solution...

Summary

The Great NorthWest Federal Credit Union is a forward thinking organization when it comes to supporting their IT infrastructure and meeting the needs of a diverse group of staff and members. As a result, the Great NorthWest Federal Credit Union now has Gigabit Ethernet to all its locations along with 24x7 network monitoring services to ensure 24x7 network uptime for maximum employee and members productivity.

Client Background

Great NorthWest Federal Credit Union was chartered in April 1953 as Shafer Mill Employees Credit Union. In 2001 they became known as Great NorthWest Federal Credit Union. Today Great NorthWest Federal Credit Union has 73 million dollars in assets.

Business Challenge

Maintaining 100% availability of critical staff and member applications while maintaining budget equilibrium and greater end-user demands is a difficult challenge. The Credit Union required a comprehensive solution to monitor their IT networks that was easy to integrate and cost effective. One that could rapidly assist in fixing any on-going network problems, and minimize up-front implementation and monthly monitoring costs, while showing an operational savings in resources. TechTell's monitoring solution addressed each of these areas to satisfy both organizational constraints and technology requirements. Vital to the Credit Unions needs was the ability to monitor systems 24x7 without a 24x7 in-house dedicated staff. Primary systems the Credit Union needs to monitor include: Exchange, SQL, Web, File, Print and Storage Servers, Mail Gateway and all LAN/WAN devices across the Network as well as Global IP connectivity.

Solution & Process

After internal review of the needs, TechTell engineers assigned the best applicable monitoring hardware appliance (M2500) and configured the unit prior to implementation. In a collaborative remote and onsite effort, the appliance was successfully installed and tested. Escalation and contact information was populated into TechTell's T'aira software for alarm and client dictated escalation processes. Lastly, TechTell provided training to Credit Union staff to become familiar with the client web reporting application and protocols for alarm alerting, escalation, and resolution during an outage situation. Great NorthWest Federal Credit now has a fully implemented 24x7 Network Monitoring Solution that meets the needs of the Credit Union.

Solution Overview

Company:

Great NorthWest Federal
Credit Union
Aberdeen, Washington
www.gnwfcu.org

Credit Union Profile:

- 4 Branch
- 45 employees

Business Challenge:

- Maximize IT Uptime
- Consistent Monitoring
- Minimize in-house monitoring costs

TechTell Solution

- M2500 Monitoring Appliance
- T'aira Software
- 24x7 Element Monitoring
- Alarm Alerting and Escalation

Benefits:

- 24x7 NOC Monitoring
- Trouble Isolation
- Live Call Resolution
- Outsourced Costs

Monitored Elements

- Credit Union LAN – WAN
- Email Server
- File Servers
- Web Servers
- Other Critical Applications

Customer Testimonial:

"Monitoring has allowed cost savings and increased reliability."

- Doug Page
Director of Technology
Great NorthWest Federal Credit
Union