



# Case Study

## A New Jersey credit union taps the power of CBTS Cloud services

### Client

### Deepwater Industries Federal Credit Union

Deepwater Industries Federal Credit Union serves 9,000 members working for more than 125 companies and organizations near the community along the Delaware River in western New Jersey. In business since 1935, the credit union needs powerful, agile technology to meet the growing savings and lending needs of its membership. Adding branch offices for the first time required the company to power up its information technology (IT) operations.

Challenges	CBTS solutions	Results
<ul style="list-style-type: none"> <li>• The credit union needs modern, enterprise-class IT for growth and compliance.</li> <li>• IT staffing and budget are limited.</li> <li>• The CEO wants IT to focus on improving the member and user experience instead of managing infrastructure.</li> <li>• The company needs a single, end-to-end IT provider to implement, manage, and monitor systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Migrating IT operations to a secure CBTS cloud environment including their Core Processing application running on IBM Power Systems.</li> <li>• Off-site data backup to a secondary location to address regulatory requirements.</li> <li>• Implementing Active Directory improved security, data protection, and compliance.</li> <li>• Enterprise-class backups and anti-virus strengthened security posture.</li> <li>• Network and firewalls provided and managed by CBTS at the data center and branch locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Deepwater’s IT staff isn’t tied up patching infrastructure software and managing hardware.</li> <li>• Security and compliance meet regulatory standards and protect data.</li> <li>• Switching from CapEx to OpEx reduces costs and produces a predictable monthly fee.</li> <li>• It’s easier to expand into new markets and enroll new members.</li> <li>• 24x7x365 alert monitoring and support for systems in the data center and branch locations.</li> </ul>

## Challenges

Ida Bowen, the CEO and president of Deepwater Financial Credit Union, knew there was an immediate opportunity to transform the expanding financial services IT operations. The staffing shortages and out-of-date hardware bogged down efforts to expand credit union services into two new locations in close proximity to their head office.

- As a focused, local credit union with assets just over \$90 million, Deepwater had one full-time IT professional. There simply weren't enough hours in the day to move beyond solving immediate problems like managing daily backup and answering service requests.
- Credit union regulators who audited the company's IT infrastructure noted a series of compliance issues that needed to be cleared up.
- The company had to choose between capital expenditure (upgrading its IT hardware) or operating expense (migrating to a cloud-based infrastructure), including for its Core Processing System which runs its database on an IBM Power system.
- Expansion plans obligated the company to find an IT solution that delivered high-powered, enterprise-class capabilities while freeing its small IT operation to focus on improving client service and accommodating the need for growth across the IBM Power and open systems platforms running the organization.

## CBTS solutions

Deepwater is a member credit union affiliated with Alloya Corporate Federal Credit Union, which provides an inclusive compliance package powered by CBTS cloud and managed service solutions. This relationship enabled Deepwater to leverage Alloya's compliance acumen and decades of data center experience from CBTS.

- CBTS created an all-in-one solution that migrated IT services to the CBTS iSeries Cloud, which was a good fit because Deepwater already used IBM Power.
- CBTS added Active Directory, Microsoft's enterprise service for elevating permissions and security on Windows servers. Implementing Active Directory improved security and compliance.
- In addition to a high availability cloud environment for production applications and infrastructure, all data is securely backed up in a secondary location that can be restored and replicated at any time.
- Disaster Recovery IT procedures are documented and will be exercised annually with participation from Deepwater users and results published.
- Remote monitoring and management services were merged with the CBTS enterprise-level cloud services like anti-virus, cyber defense, and disaster recovery, so that a hybrid environment could be supported and integrated across all locations and technologies.

"We've worked on implementations of a lot of different services in three years, and this one with CBTS was by far the most professionally done," said Ida Bowen, CEO and president, Deepwater Industries Federal Credit Union. "The project manager was right there on top of things every step of the way—and was always there as a resource throughout."



## Results

Deepwater is poised for growth with technology partners like CBTS and Alloya Corporate Federal Credit Union.

- A simple, predictable monthly fee replaces costly and disruptive hardware and software upgrades.
- Managed IT services maintains all the infrastructure, keeping software patched, and supervising everyday hardware operations.
- Seasoned experts address the complicated compliance issues.
- The effective IT staff can focus on improving client service and helping the credit union use technology strategically to solve its business challenges.
- Cloud-based architecture allows easy scaling for growth while remote monitoring and management of on-site networks provide a total integrated solution.

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“From a membership perspective, Deepwater's IT talent is free to focus on services and capabilities to benefit our member owners, thereby improving our client experience and satisfaction.”

– Ida Bowen, CEO and president

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