

# Central City Credit Union Case Study

Marshfield, WI

CASE STUDY

**I**nformation technology is essential to the operation of most businesses these days. Having a large staff dedicated to IT may not be. For Central City Credit Union, it's a matter of ensuring the right support in the right place at the right cost.

Central City Credit Union was founded in 1949 with a single location in Marshfield, Wisconsin. On December 31, 2008, Central City merged with Point Plus Credit Union, which had four locations in the Stevens Point area, about an hour away. While Central City had IT staff, the Stevens Point offices did not — they were fully outsourcing their IT needs. Central City decided that outsourcing still made sense, but decided to utilize RMM Solutions' ProActive IT managed services program.

"At the time of the merger, we had to decide who would handle various IT functions throughout the organization," said Terri Esser, Core Financial Systems Manager for Central City Credit Union. "We recommended that RMM Solutions take over the IT functionality at Point Plus because RMM provides a broader range of services than their previous vendor. RMM has been working with Central City in various aspects of our business for more than 10 years and knows our needs. At the same time, we've become very familiar with the scope and quality of RMM's services."

## More for Less

Some small to midsize businesses maintain an internal IT staff capable of handling workload spikes and emergencies, with the trade-off of inefficiency when that staff sits mostly idle. Others keep their IT staff "lean" in order to save money, leaving the organization vulnerable when issues surface unpredictably. After crunching the numbers, Central City Credit Union found that neither model made good business sense.

## Dollars and Sense



"It's important for us to have IT staff here in the Marshfield office to handle our core operations," said Dale Van Camp, VP of IT for Central City Credit Union. "However, there are only two of us and right now Terri is working on the migration of our core banking software so that all of our locations will be on one, brand-new system. It's a huge project, and her main job function now. She definitely doesn't have any time to worry about day-to-day PC issues. We call RMM for support in those remote branches."

"I used to take care of all the minor issues and call RMM for all the major issues and projects. Once the merger took place, I didn't have much time for PC troubleshooting and certainly couldn't handle four additional offices and 80 end-users. That's why we added RMM's ProActive IT managed services program," Esser said.

Through its ProActive IT program, RMM monitors the health and status of all the PCs and servers in the Stevens Point locations, and provides regular maintenance, security updates and more for those systems. End-users in the Stevens Point locations call the RMM help desk for support, and RMM will dispatch an on-site technician if needed to resolve any problems.



RMM Solutions

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“ProActive IT helps improve your staff’s efficiencies, increases productivity, reduces overall IT costs and mitigates business pain and risk,” said Rimon Moses, CEO, RMM Solutions.

## Perfect Choice

Finding the right partner is the key to success in IT outsourcing. For Central City Credit Union, RMM Solutions was the perfect choice. Strong ties to the local community, a wide range of services and a proven track record of success sets RMM Solutions apart from other providers.

“RMM goes beyond the typical managed services offering,” said Van Camp. “First of all, we like the fact that they provide us with various services depending on the needs of our individual locations. They also provide additional options such as managed backups. Their Business Continuity service allows us to back up our data to a hard drive locally, and then have the data replicated off site automatically. This solution also allows us to virtualize our servers to minimize downtime in case a server fails.

“So if a catastrophic facility failure happens — say we get wiped out by a fire or tornado — RMM can send us an image of our servers and data so that we can quickly rebuild our systems in another facility. If a server goes out we can virtualize it and be up within a half hour to an hour. It provides us with real peace of mind.”

## Right on Target

Some firms worry that their unique IT needs cannot be supported adequately by a third-party provider. RMM Solutions offers customers the benefits of efficient, cost-effective services along with the comfort of knowing that a knowledgeable, local provider is keeping an eye on the network.

***“RMM Solutions provides cost-effective monitoring, maintenance and support that helps Central City Credit Union focus on its core operations.”***

“The main reason we rely on RMM is because of their staff,” said Esser. “Their engineers and technicians are all very experienced, and their customer service has always been excellent. They are very responsive and resolve problems quickly. There are times when they’ll actually get a hold of us before we even know there’s an issue. Recently, one of RMM’s help desk technicians called to let us know there had been an Internet outage out in Stevens Point but that it was back up and running and tested. We didn’t even know about it.”

In today’s economic environment, many organizations are seeking to lower costs, increase productivity and squeeze every drop of value out of every dollar they spend. Outsourcing to RMM Solutions helps them do that by replacing unproductive IT overhead with highly efficient services that maximize the value of their technology investments.

“Right now it would not be cost effective to hire anyone just to handle IT for the Stevens Point offices, yet because of the pending data processing conversion it’s too much to handle with our existing in-house resources,” Esser said. “We have always had great service from RMM here in Marshfield, and it made perfect sense to expand our relationship with them. Utilizing RMM’s ProActive IT managed services program is definitely the best solution for the money.”



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