

The Technology Trifecta: reducing costs, improving functionality, and benefiting our clients' clients

A regional credit union financial services company needed a faster, more flexible way to communicate with their clients - one that would save time, money and IT headaches. We delivered.

Who's the client?

Centcuso of Orlando, Florida – a credit union financial services company. They were founded in 1983 and serve all of Central Florida.

What do they do?

Centcuso provides central Florida credit unions with financial services like check forwarding, ATM balancing, and credit card processing.

Their clients include McCoy Federal Credit Union, Central Florida Educators Federal Credit Union, Fairwinds Credit Union, and Insight Financial Credit Union.

What did they need help with?

Centcuso needed to replace their really old, horribly expensive, and embarrassingly unstylish Bellsouth frame relay and T1 lines. This is the system they were using to communicate with their clients, transfer data, and upload files.

The system wasn't scalable for growth, wasn't portable, and was hard to manage. Their growing business needed a system that was expandable, could be moved to a new office, and could be maintained by their internal tech department. All reasonable requests, don't you think?

They also wanted to add new clients to their system, no muss no fuss. And once the clients were in the system they needed to make sure end-to-end connections were lightning-quick and safer than Fort Knox.

Oh, and did we mention they wanted to save money? Yeah, that too.

How did you help?

In a nutshell, we improved operations by streamlining and revolutionizing the way Centcuso communicated with its client credit unions. How? By creating a more secure, faster, and scalable environment for financial transactions. We know – impressive.

First we did a little IT consulting to discover all of their needs. Sometimes a detail will hide and throw a wrench in the project later on. So it's better to have it all out at the beginning.

Then we came up with a plan of attack, including actions, timelines, materials, and budgets. Centcuso liked what they saw, so we got to work.

What was your process?

It was a three-stepper:

1. We sized and ordered equipment and created network diagrams. We could bore you with all the details, but won't. Oh wait – the network diagram is right here:



2. We created the new infrastructure while keeping the old one in place. We simply could not interrupt business while our project was going on – you know, financial transactions and all that. We did this flawlessly.

3. We implemented the system by setting up the central hub, then going on-site to each credit union and configuring the hardware to work with their network. This may sound simple, but imagine several different networks that are already in place, that can't be changed at all, yet must work with our system. It was up to us to make our solution work with all of these individual networks.

Best part? There was just a two-hour window with each credit union. But we did it – no sweat.

Sometimes we'll pull in a partner to help with projects, but we handled this one ourselves using Juniper Networks' hardware, Netscreen's security, and our talented techs' networking skills.

Centcuso played a part too by assisting with post-implementation testing. Other than that, they just had to sit back and relax. Seriously – it was part of the contract.

How did it turn out?

Centcuso was a little nervous to see if it would all work. And it did.

Planning and implementation took 30 days. We tested for two days, then went live. And we're happy to report that there hasn't been one single hiccup to this day.

The cost savings were immediate – as soon as the equipment infrastructure was in place they discontinued their Bellsouth service, saving 33% on monthly telecom costs. Transfer speeds improved dramatically, for both transactions and files. The new encryption increased security. And all of this happened without sacrificing usability, data transmission speed, security, or ease of use.

Naturally all of this pleases Centcuso. But more importantly, it pleases their clients. And we all know happy clients make for happy business!

So what was the Spiderhost advantage?

We created an more secure, faster environment. One that is scalable for future growth. One that saved the expense of adding telecommunication lines.

We simplified their network. Before this project Centcuso used a lot of manual procedures for network access, and their security was cumbersome. Our network and server modifications eliminated these bummers.

And Centcuso learned something: Technology can reduce costs, offer better functionality, and add client benefits. We call it the Technology Trifecta.

What's going on now?

Centcuso is happy, their clients are happy, their bank account is happy. And since we're maintaining their server environment (what we call a "fully managed solution"), their tech team is happy too. Everyone's happy!

They're getting ready for an office move, and instead of dreading the IT nightmare it could've been, they're thrilled it's going to be so easy – seamless even.

And they're growing without worrying about how to deal with increasing clients and growing volume. It's easy for them to handle an increasing amount of transactions from existing clients, and they're set up to easily add additional credit unions. According to Spiderhost president Dale Frohman, "It's like having a 50 bedroom mansion and only using one bedroom. They're in a prime position for growth – at no additional cost!"