



Managed IT Services Help Credit Union Improve Productivity And Network Security

CASE STUDY

The Police Federal Credit Union of Omaha benefits from Aureon's managed IT and security solutions, resulting in peace of mind and increased network uptime.

POLICE FEDERAL CREDIT UNION OF OMAHA

"Many of our software applications are web-based, including our credit and debit card system. If we lose access to the internet or our network, it causes significant problems."

MARY JOHNSON, CEO

The Police Federal Credit Union of Omaha is a member-owned, financial cooperative located in Omaha, Nebraska. Their members are comprised of police protection industry employees, their immediate families, and agencies/departments within Nebraska and Iowa. They strive to meet the personalized needs of members through sound financial management and high quality products, while offering all the services of a major financial institution.



CLIENT CHALLENGE

The Police Federal Credit Union of Omaha was experiencing some IT challenges that were impacting the efficiency of their operations. For example, they were consistently losing connection to their network and internet, for long periods at a time, which puts a strain on efforts to serve customers and grow their business.

"Many of our software applications are web-based, including our credit and debit card system," said Mary Johnson, CEO of Police Federal Credit Union of Omaha. "If we lose access to the internet or our network, it causes significant problems."

After several attempts, their current provider was struggling to consistently mitigate these challenges, and they were needing a different solution.



AUREON™ SOLUTION

Aureon stepped in and listened to the Police Federal Credit Union of Omaha's needs and challenges. After analyzing their network and associated hardware, Aureon was able to identify the source of these on-going issues.

Aureon recommended a managed firewall and network solution, which would provide additional capacity, more reliability, and enhanced security services. As a result, the issues have been resolved.

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"Aureon allows us to focus on serving our members and enhancing our institution, instead of managing our network and technology."

MARY JOHNSON, CEO

"We haven't experienced any downtime or network slowness since switching to Aureon, and that has been extremely beneficial," said Johnson.

In addition to the managed services, partnering with Aureon provides them with immediate access to Aureon's technology experts.

"The transition to Aureon has been great," said Johnson. "They are easy to work with and do an excellent job of answering our questions in a timely manner."



BUSINESS IMPACT

With new IT solutions in place, the Police Federal Credit Union of Omaha can serve their customers effectively and have peace of mind knowing their network is reliable and stable.

There are also a variety of security-related benefits realized by the credit union. This includes management of key infrastructure to protect them from suspicious and malicious inbound and outbound public facing network traffic, internet content and URL filtering, anti-virus protection, year-round patches and updates, and a Virtual Private Network (VPN) for remote offices and employees. Aureon's solutions reduce their risk associated with cyberattacks and ultimately enable them to spend more time managing other key areas of their business.

"Aureon allows us to focus on serving our members and enhancing our institution, instead of managing our network and technology," said Johnson.

For more information, visit AureonTechnology.com or call 888-387-5670.